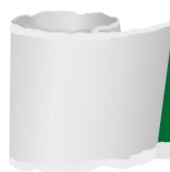


Dealing with Difficult People



SECRETS REVEALED!

Session Objectives:

- Identify characteristics of difficult people in the workplace
- Focus on practical techniques for addressing negative behaviors
- Discover how to prevent negativity from influencing personal mindset

REVEAL SECRET



Difficult People Types in the Workplace

Type	Characteristics	Practical Techniques to Use
1.	<ul style="list-style-type: none"> • Always right • May be narcissistic • Thinks irreplaceable • Comes on strong • Subject "expert" 	<ul style="list-style-type: none"> • Respect _____ • Ask questions • Maintain _____ • Thank and move on
2.	<ul style="list-style-type: none"> • Sarcastic • Ghosts you, slow to respond • Thinks s/he is funny 	<ul style="list-style-type: none"> • Respond _____ • Avoid sarcastic response • _____ back
3.	<ul style="list-style-type: none"> • Defeated but not at fault • Cynical • Finds the negative 	<ul style="list-style-type: none"> • Ask for _____ • Refute negative comments with facts • End the _____
4.	<ul style="list-style-type: none"> • Interrupts, no respect for your time • Gossips, overshares • Tries to pull you in, asks your thoughts 	<ul style="list-style-type: none"> • Do not _____ • Be direct, assertive & excuse yourself • Explain if s/he were in the _____
5.	<ul style="list-style-type: none"> • Last in, first out • Acts incompetent • Does bare minimum • Always claims to be overloaded 	<ul style="list-style-type: none"> • Have _____ conversation • Do not enable • Set _____ • Do not exclude from projects, tasks, etc.
6.	<ul style="list-style-type: none"> • Always has a "story" • One "upper" • Plays "victim card" • Overly emotional 	<ul style="list-style-type: none"> • Do not _____ the attention • Speak objectively • _____ feelings – "I see you're upset." • Manage the conversation

Personal Best Practices (PBP)

REVEAL SECRET



What are they? _____
to use when dealing with difficult people

What do they do?

✓ Keep you _____

✓ Empower you _____

✓ Allow you _____



INDIVIDUAL: Choose three best practices you will adopt and commit to using during difficult people interactions and write them below.

1)

2)

3)

Responding to Challenging Comments

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We may all agree we have no control over what difficult people may say or do **BUT** we can control our language and how we respond to their words and actions. We can do this by telling ourselves...

"What I say when I respond will _____."

Statement	What to do?	Effective Response
1. "That's not what happened." INEFFECTIVE RESPONSE: "So typical you don't see it the same way as I see it."	_____	
2. "Well I was just trying to help you." INEFFECTIVE RESPONSE: "Yeah, well 'ya didn't so thanks for nothing."	_____	
3. "This is your problem, not mine." INEFFECTIVE RESPONSE: "You played a part in creating this problem and you're going to fix it."	_____	
4. "It's not that big of a deal." INEFFECTIVE RESPONSE: "Why am I not surprised you don't see how important this is?"	_____	
5. "You're really overthinking this." INEFFECTIVE RESPONSE: "Maybe you should try it some time."	_____	
6. "I have a serious problem with this." INEFFECTIVE RESPONSE: "I really don't care."	_____	
7. "It was just a joke. Sorry I didn't realize you were so sensitive." INEFFECTIVE RESPONSE: "Oh please, I think you knew I wouldn't find it funny."	_____	

Eight Strategies to Maintain Mental Toughness

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Our mindset plays a critical role before, during and after interacting with difficult people. Let's explore ways to preserve our mental health.

1. _____: own your part, take action
2. _____: person is the same or changed?
3. _____: do not give more thought or energy
4. _____: decide not to "play," limit interaction
5. _____: don't let it fester, becomes bigger for YOU
6. _____: "their issue," or displaced anger?
7. _____: reflect and assess – what could I have done better?
8. _____: meditation, exercise, listening to music, etc.

Applying Mental Toughness to Difficult People Situations

INDIVIDUAL: List **two types of difficult people** you find challenging to interact with and list three strategies you will use to maintain mental toughness with each.

Type of Difficult Person	Three ways you will maintain mental toughness
1)	
2)	