

HOW TO SURVIVE THE DIFFICULT PEOPLE IN YOUR LIFE

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"Working with people is difficult, not impossible." ~ Peter Drucker

I. IDENTIFY THE DIFFICULT PEOPLE IN YOUR LIFE.

1. Name: _____ How difficult? (1-5) _____
What behavior bothers you? _____
What prefer they do instead? _____
2. Name: _____ How difficult? (1-5) _____
What behavior bothers you? _____
What prefer they do instead? _____
3. Name: _____ How difficult? (1-5) _____
What bothers bothers you? _____
What prefer they do instead? _____
4. Name: _____ How difficult? (1-5) _____
What behavior bothers you? _____
What prefer they do instead? _____

II. WHAT ARE THE TEN MOST COMMON "DIFFICULT BEHAVIORS"?

(NOT "DIFFICULT PEOPLE")? (Coping with Difficult People, by Dr. Richard M. Bramson)

1. HOSTILE-AGGRESSIVE (1): _____
2. HOSTILE-AGGRESSIVE (2): _____
3. HOSTILE-AGGRESSIVE (3): _____
4. COMPLAINERS: _____
5. KNOW IT ALL EXPERTS: _____
6. THINK THEY KNOW -IT-ALL EXPERTS: _____
7. SILENT AND UNRESPONSIVES: _____
8. SUPER-AGREEABLES: _____
9. NEGAHOLICS: _____
10. INDECISIVES: _____

III. **WHAT IS THE LENS OF UNDERSTANDING?**

(Chart from Dealing with People You Can't Stand by Dr. Rick Brinkman and Dr. Rick Kirschner)

A. Why do people act the way they do? Not difficult when all is well; only when it's not.

B. What is their intention? Quadrant using tasks vs people, passive vs aggressive.

1. Get _____
2. Get _____
3. Get _____
4. Get _____

B. How do you deal with it?

IV. **DOES THE FACT THAT WE ARE ALL SEEN AS DIFFICULT SOMETIMES MEAN WE ARE ALL DIFFICULT PEOPLE?**

A. Always problems when people have to work _____. _____ are employer's biggest headaches.

B. Behavioral Blindness. Have you done your best to obtain a change in behavior?

1. Are they _____ to your frustration?
2. Know how much this _____ you? (Underestimate? Assume don't mind?)

C. Questions to try to see why you see a difficulty:

1. Did you have good relations before?
2. Do they have good relations with others?
3. Did something happen that precipitated it?
4. Is my emotionality overboard?

D. Most change when told their behavior is irritating or inappropriate.

1. Make _____.
2. Express _____ about how they will take it and react.
3. Tell them what they are _____ and how it _____ you.
3. They will be shocked. Ask how they _____ it. They will _____ on you. Practice _____ listening. State _____.

4. It is not the behavior, but what they think it _____.
4. If they accept it, arrange a private _____ to let them know when they are doing it again to help them overcome.

E. Some don't.

1. _____ Compliance
2. _____ to Comply
3. Offer _____
4. _____ Facing Feedback

IV. WHAT SHOULD YOU DO BEFORE LABELING SOMEONE "DIFFICULT"?

A. _____ **THE PROBLEM.** (How you think about and describe the problem)

1. Fix the _____, not the _____. (Eliminate _____.)
2. Not _____ is right, but _____ is right.
3. Side by side, not face to face. (Things not going as should. What can each of us do to make it happen?)

C. BLAMING PATTERNS

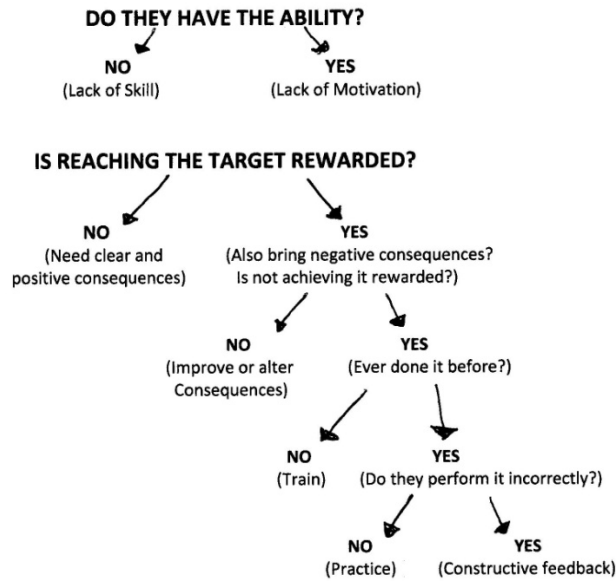
1. How you frame the behavior affects how they respond and how you respond.
2. Name and think about a behavior that is bothering you.
 - a. I am to blame for _____.
 - b. They are to blame for _____.
 - c. We are both to blame for _____.
 - d. No one is to blame for _____.
3. Which is most _____? Most _____? Most likely to move you _____?

D. CHANGE THE BEHAVIOR WITH SITUATION - TARGET - PLAN

1. Identify the _____ situation. (Frame in larger context)
 - a. Is there a _____ behind this?
 - b. Have previous _____ been made to address this?
 - c. How much are you able and willing to _____ in resolving this?
 - d. What keeps the other person in their current status?

2. Identify what is _____ (the target)
3. Create a plan to close the gap. (Important to understand full situation before plan)

BEFORE CREATING A PLAN, ASK...



4. _____ must see the plan as desirable. Must be ___/___ to have commitment.
 - a. I think I should....
 - b. You think you should...
 - c. I think you should...
 - d. You think I should...

V. HOW DO YOU PREVENT DIFFERENCES FROM BECOMING DIFFICULTIES?
 (Getting Together: Building A Relationship That Gets To Yes by Roger Fisher and Scott Brown)

- A. Separate _____ from substantive issues.
- B. Be unconditionally _____.
- C. Beware of _____ perceptions.
- D. Balance _____ with emotion.
- E. Inquire, listen and _____.
- F. _____ before deciding.

- G. Be _____.
- H. Use _____, not coercion.
- I. Accept and deal _____ with people.

VI. ARE YOU PART OF THE SOLUTION OR PART OF THE PROBLEM?

- A. When people don't get along they _____ each other.
- B. They each think things would improve is only the other person would _____.
- C. Unless _____ are willing to change, change is _____.
- D. Ask yourself, "Am I _____ something to create this difficulty?"

VII. WHAT ROLE DOES HOW YOU TALK PLAY IN HOW YOU RELATE?

- A. _____ when you feel helpless and powerless.
- B. _____ when think others will be angry and reject them.
- C. _____ when feel alarmed by intensity of own emotions or that of others.
- D. _____ when have no idea how they feel about a situation.
- E. _____ when want to bring real feelings and issues out into the open.

VIII. HOW DO WE ENCOURAGE DESIRABLE BEHAVIOR IN OTHERS?

- A. Two ways to manage difficult behavior:
 - 1. _____ difficult behavior.
 - 2. _____ behavior we approve of.
- B. People respond better to _____ than _____.
- C. Find things to _____ and _____.
 - 1. They will enjoy their work more, enjoy being around you and feel more _____ to do things for you.
 - 2. Try to catch them doing something _____.