

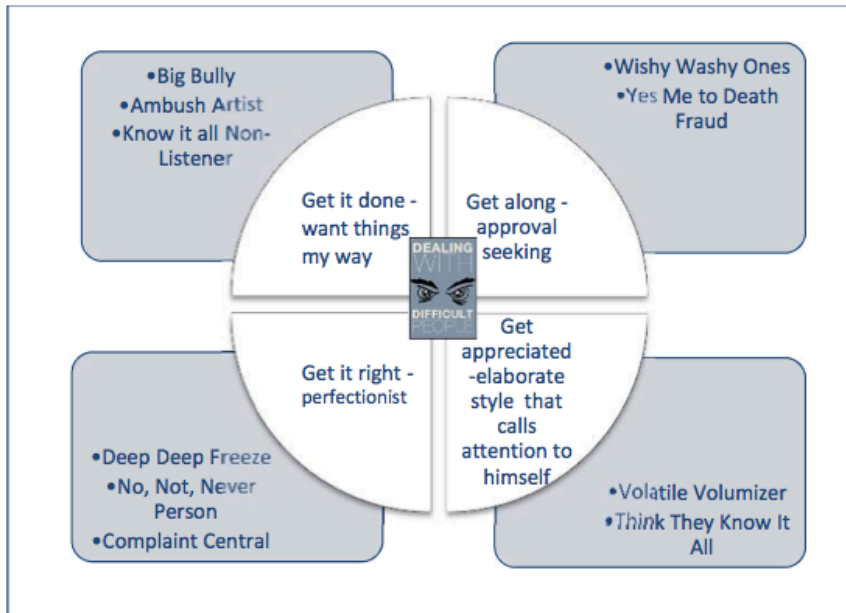
# Dealing With Difficult People (Cheat Sheet)

**What makes people difficult?** (1) People have **different communication styles** and **intent**. Problems arise when people with different communication styles or intent are working together. (2) **Low self-esteem** (no approval and respect from others).

**Tip:** Help him like himself better

## Task focused

## People focused



### People skills

- 1. Communication**-blending, Listening, Repeat, Clarify, Summarize, ask outright.
- 2. Listening**-attention, look interested, ask, smile, comment, don't interrupt, stick to subject
- 3. Influence**-appeal to ego and self-esteem
- 4. Personal power**-accept, approve, appreciate, respect.

### Taking Action

1. Be **prepared** with people skills
2. **Practise** using role play – mentally or with coach
3. Remember the Mantra : **'handle with ease and strength'**
4. Track **progress** using worksheet
5. **Improve** with subsequent iterations
6. **Celebrate** success

**Big Bully** – Be assertive, provide clear, brief explanation.

**Ambush Artist** – Be direct and assertive, no emotional reaction.

**Know it all Non-Listener** – Be patient and flexible, be an expert yourself.

**Deep Deep Freeze** – Ask who,what,where,when,how. Expect an answer and listen.

**No, Not, Never** – Use reverse psychology, focus on finding solutions.

**Complaint Central** – Be patient. Commit in helping to find solutions.

**Wishy Washy** – Be patient and sincere, help with decision making.

**Yes Me to Death** – Be patient, do not blame and shame. Help with task management.

**Volatile Volumizer** – Keep emotional distance, friendly and calm, address concerns.

**Think They Know It All** – Do not be angry. Stop misinformation, clarify specifics.

### Progress worksheet

Difficult person (Name):	Date	Event	Trigger	My response	Outcome	How could I improve next time?
Relationship:						
How is he/she difficult?						
What is the objective of the person?						
What is my objective?						
Is there any mismatch between our objectives?						
Is there any mismatch between our communication styles?						
How should I prepare / practise for interaction with the person?						