



DEALING WITH DIFFICULT PEOPLE

The Bully



Stay assertive. Repeatedly say the bully's name until they stop attacking you. Quickly let them know you understand their complaint and then answer the complaint with a clear brief explanation.

The Know It All



Present your ideas with the utmost respect. Make sure you are knowledgeable about the topic. Soften statements with words like "maybe" or "what do you think" so you don't sound challenging.

The Wishy Washy



Provide a comfort zone for Wishy Washy where they feel your genuine concern. Patiently discuss their conflicts about making a decision. Try to understand the basis for the objections. Show them a few systems that will help them make decisions.

Yes Me To Death



Approach this person with kindness, they mean well. Offer some organizational training or tips to the person. You may need to go beyond a simple "yes" - get them to write their commitment down and sign it.





The Deep Freeze



When dealing with the silent type, ask open-ended questions because these are more likely to elicit an answer. Ask questions that start with who, what, where, when, and how, since these words open up topics for discussion. As you ask questions, make sure that you look and sound like you expect an answer.

The Ambush Artist



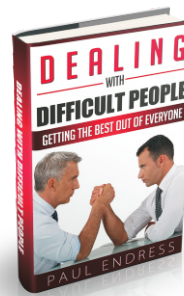
The best way to handle the situation is directly and assertively. If you hear a remark about you, stop what's going on, find the person who made the remark, address them directly, and say something like "How is that relevant to what we're talking about here?"

The Volatile Volumizer



Your best approach with the Volatile Volumizer is to get some emotional distance and take control of the situation. Be friendly and calm as you say his name to get his attention. As you repeat his name, he will start to calm down and begin telling you his immediate concerns. Address these concerns clearly and quickly.

Want To Know More?



Book



On-line Workshop

- Details about the types.
- What you must always do with a difficult person.
- What you should never do with a difficult person.
- Why they are the way they are.
- Specific strategies for each type.
- Solutions for dealing with any difficult person.

Find Out More Now!