

# Dealing With Difficult People



# Overview

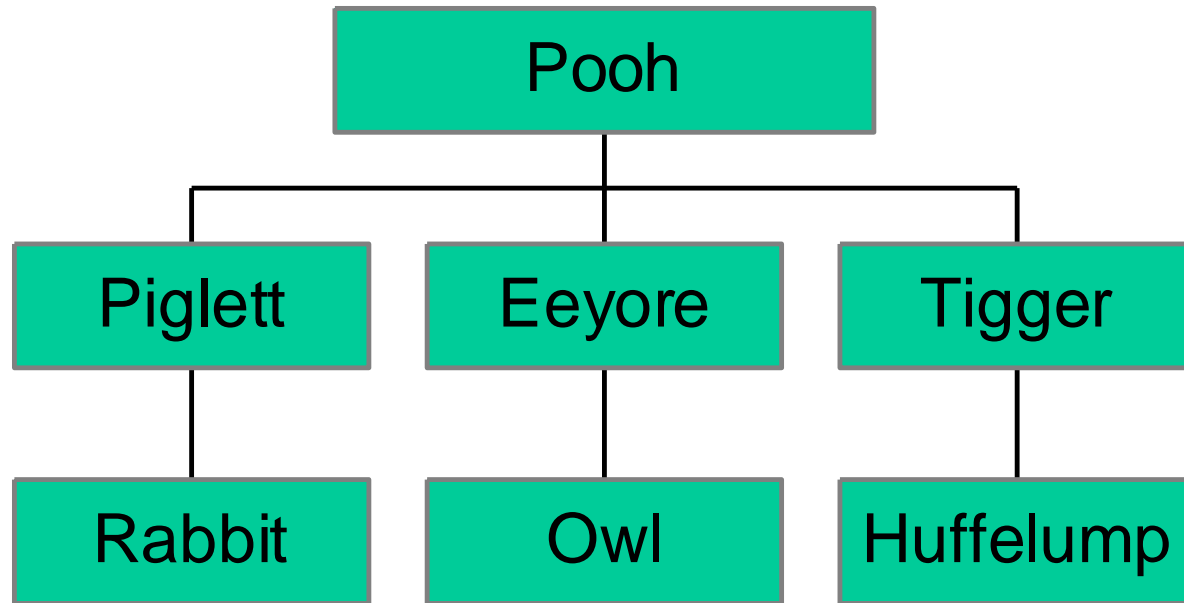


- Why people act in difficult ways
- Define communication skills that turn conflict into cooperation
- Develop strategies for dealing with difficult people
- Define ways to change your attitude about difficult people
- Exercise



What are some examples of  
“Difficult People”?

# Seven Most Difficult People



## Seven Difficult People



The Maybe Person. In a moment of decision Poohs procrastinate in the hope that a better choice will present itself.



The Yes Person. In effort to please people and avoid confrontation, Piglets say yes without thinking things through and often over-commit.



The Helpless Person. Misery loves company so they bring their problems to you! Eeyores feel helpless and always overwhelmed by an unfair world.

## Seven Difficult People



The Rude Person. Through rude comments, sarcasm and a roll of the eyes, making you look foolish are Rabbits specialty.

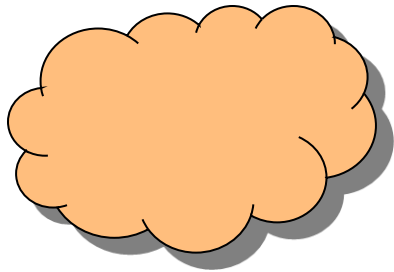


The Know-it-All Person! Owls have a low tolerance for correction and contradiction. Everything to them must be logical and they must be right!



The Thinks-they-know-it-all Person! Tiggers can fool or at least try to fool people into believing they know it all – all for the sake of getting attention.

# Seven Difficult People



Huffelump

The Invisible Person. Huffelumps are nothing people. They give no feedback in any way and progress mindlessly through relationships and life. It is as is they are a make-believe person.

What character do you represent?

What character do some of your co-workers represent?

What character does your boss represent?

# **What Makes People Difficult?**

**Communication**

**Behavior**

**Relationships**

**Then... what do you do  
to respond to difficult people?**

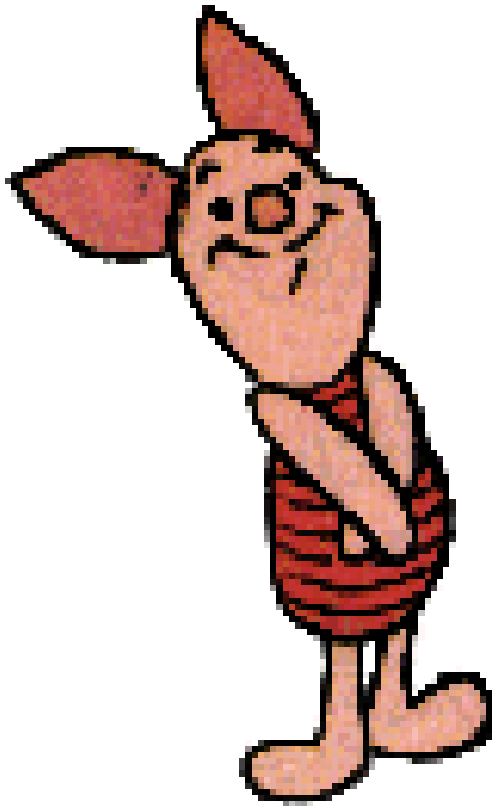


# When someone becomes a **Pooh**



- **Your Goal:** Help them learn to think decisively
- **Action Plan:**
  - Don't push too hard for a decision. Make them comfortable with you
  - Explore all the options and obstacles involved in making the decision.
  - Use decisions making system, pros & cons
  - Reassure them that the decision is a good one

# When someone becomes a **Piglet**



- **Your Goal:** Get a commitment you can count on.
- **Action Plan:**
  - Make it safe to be honest about how much can be accomplished.
  - Talk honestly
  - Help them learn to plan
  - Get them to commit
  - Build and strengthen the relationship through encouragement

# When someone becomes an **Eeyore**



- **Your Goal:** Help them to become a problem solver. (If this fails get them to go away).
- **Action Plan:**
  - Listen for the main points
  - Acknowledge the feeling
  - Interrupt and get specific
  - Shift focus to solutions
  - Give something to look forward to
  - Follow through
  - Take charge and end a conversation if all fails

# When someone becomes a Rabbit



- **Your Goal:** Bring the Rabbit out of hiding!
- **Action Plan:**
  - Stop immediately once you hear an offensive remark. Bring the offensive remark or facial expression to their attention.
  - Use questions to bring the rabbit out in the open.
  - Suggest an alternative plan to express grievances in the future.

# When someone becomes an Owl



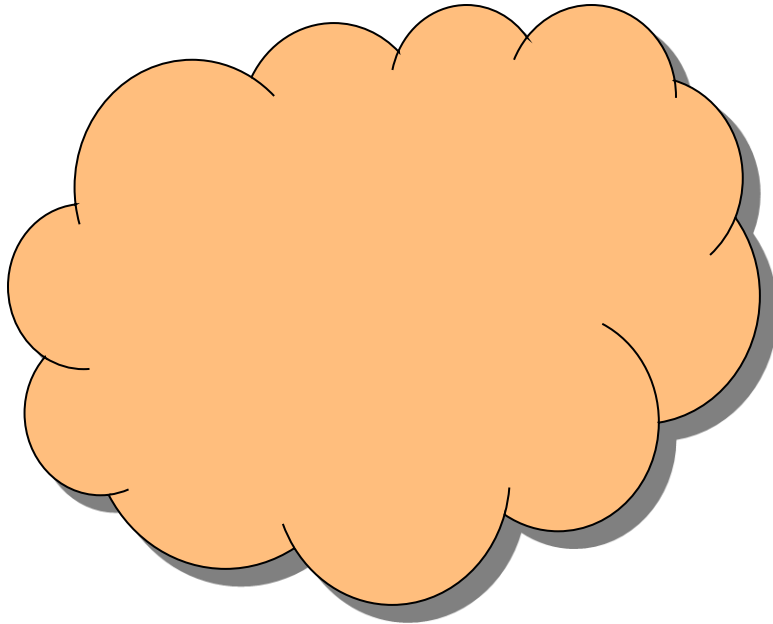
- **Your Goal:** Open their mind to new ideas
- **Action Plan:**
  - Be prepared and know your stuff
  - Repeat what has been said, respectfully
  - Show you understand their doubts and value their ideas
  - Present your views indirectly
  - Turn them into mentors

# When someone becomes a **Tigger**



- **Your Goal:** Give their ideas the hook
- **Action Plan:**
  - Give them a little attention
  - Ask for clarification
  - Bring the conversation back to reality
  - Give them a break, a way out however if this repeats confrontation may be needed.

# When someone becomes a **Huffelump**



- **Your Goal:** Persuade the Huffelump to talk and contribute.
- **Action Plan:**
  - Plan enough time to get information and cooperation out of them
  - Ask open-ended questions
  - Try using humor to lighten the situation
  - Offer a solution or suggestion and see what they have to say
  - Show them how their inaction/lack of input affects the group
  - When a Huffelump starts talking-  
LISTEN!

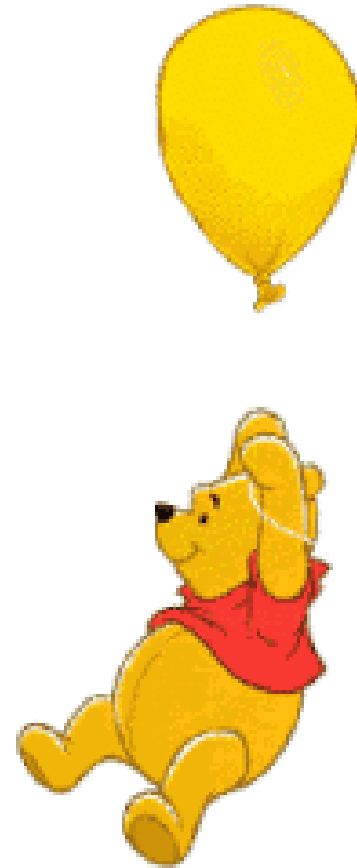
# What if You are the Difficult Person?





# Are you a Pooh?

- The Maybe Person
- Remind yourself there is no such thing as the perfect decision.
- Come up with a plan of action on how to make a decision.
- Make it and stick by it



# Are you a Piglet?

- Stop agreeing with everyone.
- Say what you think, regardless of how others will think about you.
- Develop Task Management Skills
- Prioritize activities
- Delegate



# Are You a Rabbit?

- Do you:
  - Hold grudges
  - Tell your victims to get over it
  - Impatient
  - Irritated with someone else's inferior ideas
  - Take revenge

Take a look at how your behavior is defeating some other important purposes/goals you may have



# Are you an Owl?

- Are you always right?
- Does everything have to have a logical explanation?
- Remember those who value knowledge can only obtain it by keeping their minds open. Instead of shutting everyone find out what they are really talking about.



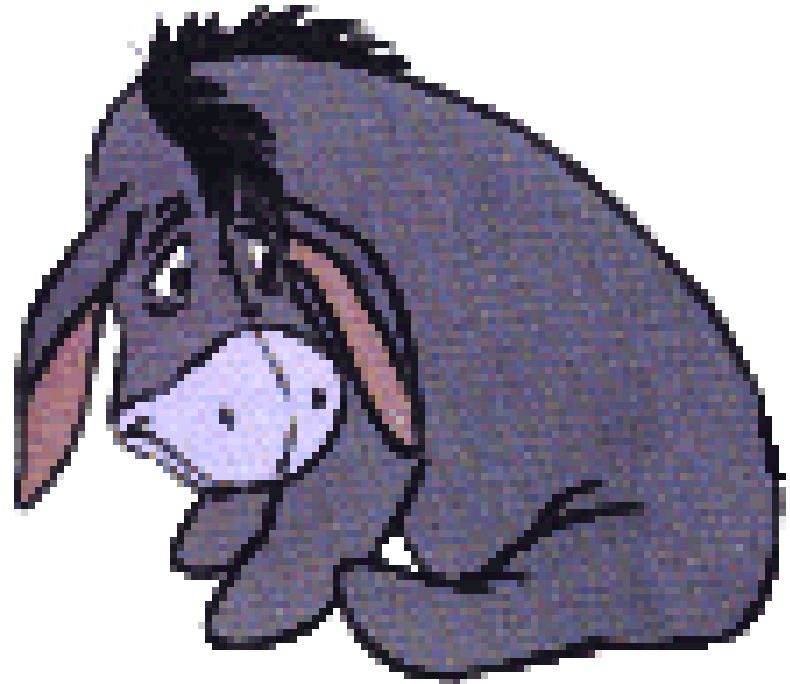
# Are you a Tigger?

- The think-you-know-it-all!
- Exaggeration, desired to be liked and a need to be important.
- You may want to try and increase your self-esteem and stop trying to impress people.
- Practice being silent and wait to speak until you have something really important to say.

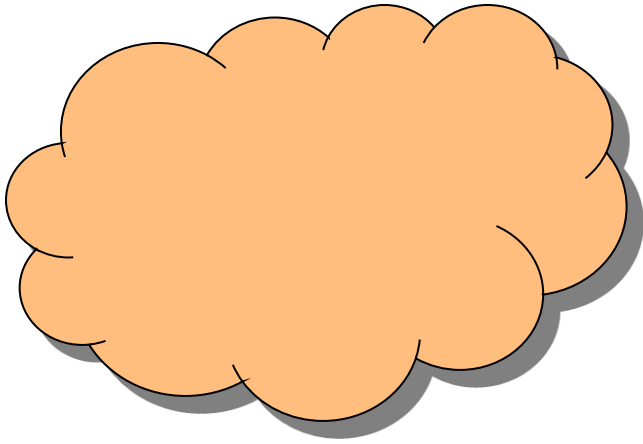


# Are you an Eeyore?

- Is your glass half empty or half full?
- Stop focusing on what is wrong and start putting your energy into what can be done to help the situation.
- Write down specific goals to accomplish
- Look at the accomplishments or positive things that have occurred for you instead of the negative.



# Are you a Huffleump?



- Get involved with unit activities?
- Don't be afraid to give feedback and ideas.
- Get out of your comfort zone and take the lead on a project.
- Remember the core value, "Excellence in all we do".



# It is all up to you!

Many conflicts with difficult people can be resolved by

- Changing your reactions
- Changing your perceptions
- Changing the way you talk to yourself.





# It is all up to you!

- Respect people enough to let them be themselves
- Admit faults if you are wrong
- Start where you both can agree
- Focus on the positive
- Actively listen
- Give credit where credit is due
- Use Empathy
- Use Sympathy
- Understand their motivation



# Scenario

- It's Tuesday afternoon. With a no-fly weekend coming up, SrA Sharp asks her supervisor MSgt Hold if she can leave an hour early on Friday. MSgt Hold says, he will get back with her, but he never does.
- Which difficult character is MSgt Hold portraying?
- What should SrA Sharp do to improve the situation?



# Scenario

- SrA Trainer is explaining the process to change a fuel pump to Amn Allthat. SrA Trainer says, “You must always refer to the Technical Order (T.O.) for proper procedures.” Amn Allthat says “I know what I’m doing. I don’t need to see the T.O.”
- Which difficult character is Amn Allthat portraying?
- What should SrA Trainer do to improve the situation?



# Scenario

- Ms. Smith and Mr. Johnson are sitting at the food court eating lunch. Ms. Smith has a negative comment about everyone that walks by.
- Which difficult character is Ms. Smith portraying?
- How will this affect Mr Johnson's opinion of Ms. Smith?

# All Behavior Types Needed!

- If you don't have all these types on your team, you are not a complete team!
- We are ALL different!
- We ALL have to accommodate the differences or end up with difficult situations!
- “Difficult people comprise about 10% of the population” ...Dr. Robert M. Bramson “Coping with Difficult People

# Summary



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