

# *Dealing With Difficult People*



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# Where We're Headed

- **Confrontational Communication**
- **Tips for Dealing With Difficult People**



# Four Choices

- **Stay and do nothing**
- **Leave**
- **Change your attitude**
- **Change your behavior**



# How Difficult People are Created

- **Situationally**
- **Chronically**
- **Abnormally**



# Confrontational Communication: Model for Calming and Creating Understanding

1. **Inquire**
2. **Empathize**
3. **Ask Permission**
4. **Explain or Offer Choices**

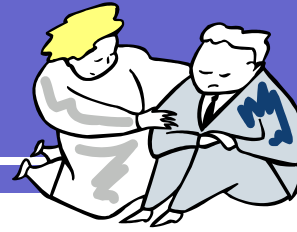


# 1. Inquire



- **Use active listening**
- **Focus on the other person's issues and concerns**
- **Ask open-ended questions, nod, take notes, maintain eye contact**
- **Let the other person talk**

## 2. Empathize



**Let the other person know that you, too, have felt the same in past situations**

# Managing the other person's emotions is about continuing to let the person calm down

- Respond to high pitched/loud remarks **QUIETLY** and **CALMLY**
- If the person is gesturing wildly/pacing up and down, **REMAIN COMPOSED**
- It may take time to establish empathy
  - Your efforts may be interpreted as **"LIP SERVICE"**
- Only when you have communicated that you **REALLY UNDERSTAND** how the other person feels can you move to the next step





## 3. Ask Permission

- **“Would it be helpful for you to know what we have done in this area so far?”**
- **“What information can I provide you?”**
- **“Would it be helpful to you if we...?:**
- **NO to the above?**
  - **“What, then, would be helpful?”**
- **Permission questions communicate that you are a reasonable person and willing to reach common ground**

# 4. Explain or Offer Choices



- **Keep it short and simple**
- **Ask questions to confirm understanding**
- **Offer choices**
  - **“Do you want to see our analysis of the situation next Tuesday or next Thursday?”**
  - **“Would seeing the plans or the actual figures help you?”**
  - **The more choice you give, the greater the other person’s sense of control**

*Blessed Are The Flexible,  
For They Shall Never  
Be Bent Our Of Shape*



# Tips For Dealing With Difficult People



- **When Involved In A Disagreement:**
  - **Use “I” messages**
    - I am going to disagree with you and let me tell you why.
    - I think you could look at that another way.
    - I look at that differently. It seems to me that...
    - Something that worries me about that is...
    - Let me try to sell you on another view on that.

# Tips For Dealing With Difficult People



- Remember These Active Listening Don'ts:
  - Active listening skills will help calm you down.
    - Don't decide from the speaker's delivery and appearance whether what he or she has to say is worthwhile.
    - Don't interrupt immediately if you hear a statement you feel is wrong.
    - Don't try to have the last word.

# Tips For Dealing With Difficult People



- **Use These Do's of Effective Listening:**
  - **To be an effective listener, we must focus on the other person.**
    - **Do face the speaker and make sure you can hear.**
    - **Do watch the speaker as well as listen to him or her.**
    - **Do listen for ideas and underlying feelings.**
    - **Do determine any biases of your own and try to allow for them.**
    - **Do keep your mind on what the speaker is saying.**
    - **Do make sure before answering that you've taken in the other person's point of view.**
    - **Do make a conscious effort to evaluate the logic and credibility of what you hear.**

# Take Aways?



Thank You