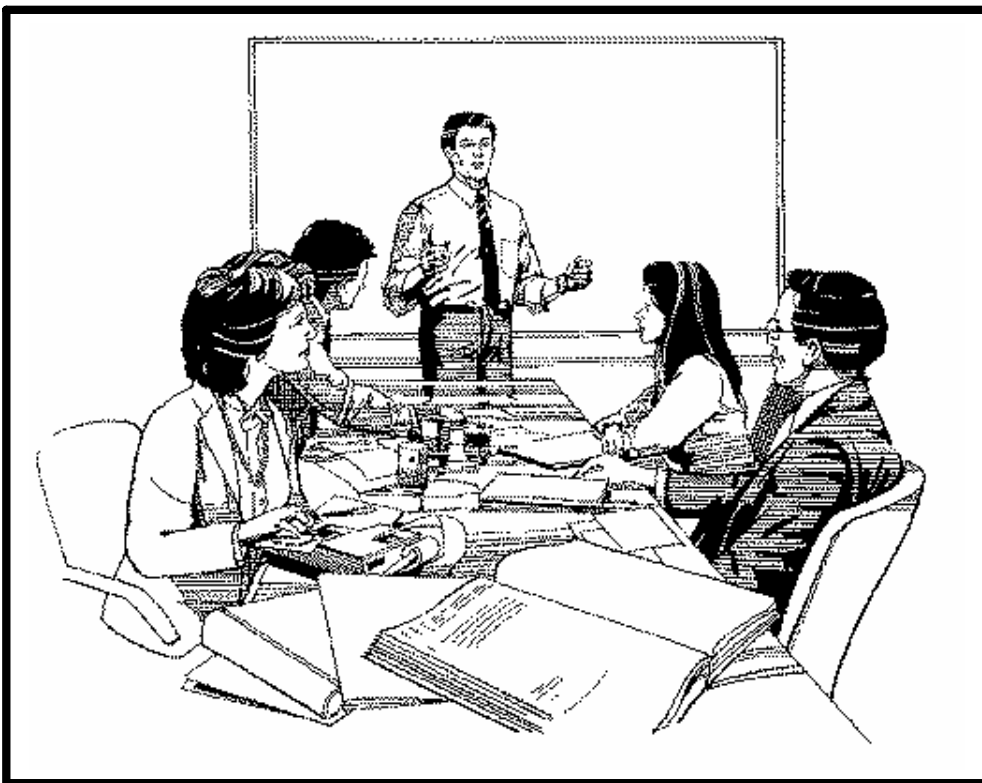


Dealing with difficult people

- ◆ Keep your temper under control.
- ◆ Refuse to act like a victim.
- ◆ Refuse to act like the difficult person.
- ◆ Build friendships in the group.

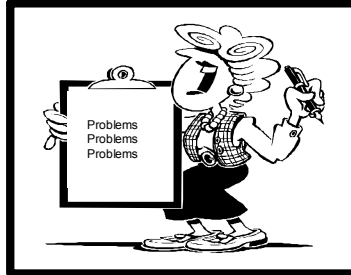


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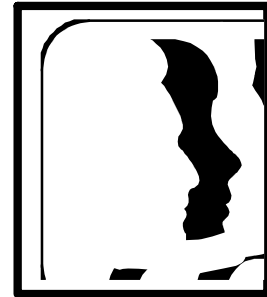


The Angry Attacker

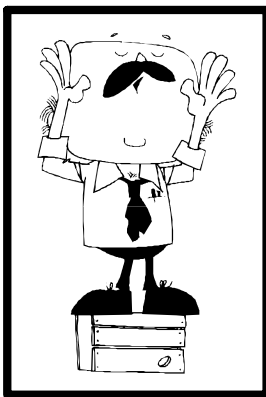
Types of Difficult People



The Fault Finder



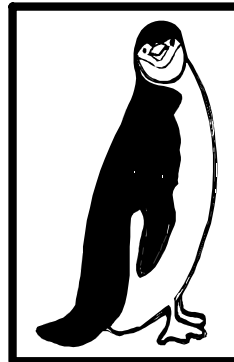
The Two-Faced Person



The Know-It-All



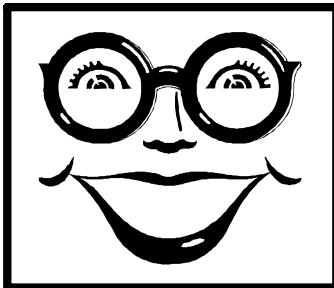
The Constant Complainer



The Cold Shoulder



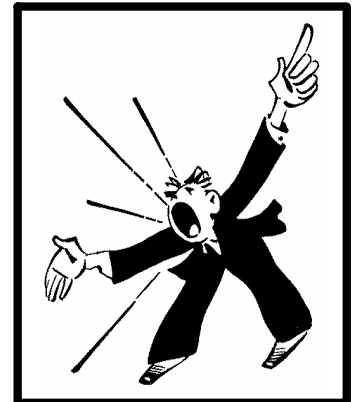
The Time Bomb



The Yes Person



The Sniper



The NO Person

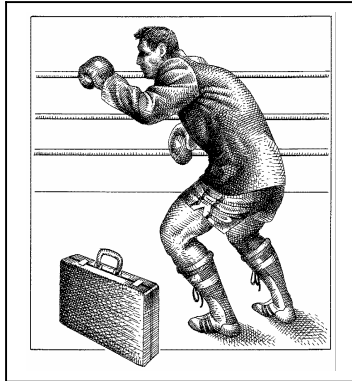
When Dealing With Difficult People:

- ◆ Give them a break. Sometimes they have personal problems that have nothing to do with you.
- ◆ Aim yourself in a positive direction.
- ◆ Think in terms of opportunities.
- ◆ Think about past experiences and what you learned from them.
- ◆ Know what you want from the person. What you don't want usually is obvious. Oftentimes it isn't easy to say what you want.
- ◆ Appreciate yourself.

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Working Together

You Cannot Change Another's Action You Can Only Change Your Reaction



- ✓ Keep your temper under control.
- ✓ Refuse to act like a victim.
- ✓ Refuse to act like the difficult person.
- ✓ Build friendships in the group.

What Is Your Reaction Style?

Rationalization and Denial

You make excuses for the person's behavior. You tell yourself it doesn't matter or pretend the situation is not happening at all.

Burning Bridges

You blow up, make a scene, seek revenge, and come across as unprofessional and out of control.



Finding the Opportunity for Growth

You collect your thoughts, keep your cool, think about how you are feeling, and use the situation to learn more about yourself, your workplace, and difficult people in general. You try to think of a way to defuse the situation while also standing up for yourself.

A Short Course in Human Relations

The SIX most important words:	"I admit I made a mistake."
The FIVE most important words:	"I am proud of you."
The FOUR most important words:	"What is your opinion?"
The THREE most important words:	"If you please."
The TWO most important words:	"Thank you."
The ONE most important word:	"We"
The LEAST IMPORTANT WORD:	"I"

Ten Rules To Work By

- **IF YOU OPEN IT, CLOSE IT.**
- **IF YOU UNLOCK IT, LOCK IT.**
- **IF YOU TURN IT ON, TURN IT OFF.**
- **IF YOU MOVE IT, PUT IT BACK.**
- **IF YOU BORROW IT, RETURN IT.**
- **IF YOU USE IT, TAKE CARE OF IT.**
- **IF YOU BREAK IT, REPAIR IT.**
- **IF YOU CAN'T REPAIR IT, REPLACE IT.**
- **IF YOU MAKE A MESS, CLEAN IT UP.**
- **IF YOU SAY IT, MEAN IT.**

Almost every organization is made up of four bones—wishbones, jawbones, knucklebones, and backbones:

- The wishbones spend their time wishing someone else would do the work.
 - The jawbones do all the talking, but little else.
 - The knucklebones knock everything that everybody tries to do.
 - The backbones get under the load and do all the work.
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