

# Dealing With Difficult People



SUPPLEMENT TO 1-DAY WORKSHOP

## The Philosophy...

### 1) Don't Get Mad. Don't Get Even. Get What You Want.

This sounds crass, but it's vital. Know what your GOAL is in any confrontational or upsetting situation. Never be after Personal Brownie Points, or to win a fight. In fact, let them think they've "won". Keep your victories private. Have an easier life.



*It's about getting what you want, not winning a fight.*

5) Ask Questions. Smart Questions. OPEN ENDED Questions (questions that aren't followed with a yes/no answer) Good Questions that open people up. Reveal themselves, their intentions, their motives.

## When they're upset....

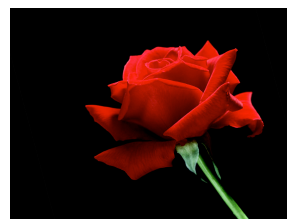
### The Strategy...

### 2) Never Try To Make Your Point, when you're trying to get your Way.

3) Seek First to Understand them, and Empathise with them. Then to be understood. Blend with their desires, motives, and ambitions. Then you can shift things WITH them..... however:

4) Don't move the goalposts when they've just been put in the ground. Eg: If someone makes a decision or statement you absolutely disagree with, go along with it for a while. Wait. Then make your move to change their mind, or express a new opinion.

6) Use key Phrases: I'm Really Sorry to Hear That-- Really sorry you feel that way. In fact, maybe AGREE with them! 9 times out of ten, people just want to be heard. Words like "absolutely"... "you are so right" etc... Tell them you're on their side. Or at least not fighting back.

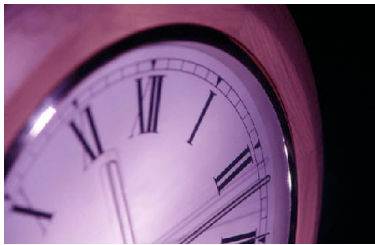


7) Apologies are always a good thing. From YOU. If there's any reason to apologise for anything DO IT.

### When under “Major Attack...”

8) If someone is shouting, or raising their voice, hold your ground, but don't fight back. ie: Be assertive, but “on their side” Use their name frequently. It can disarm aggressive people.

9) BACKTRACK. Show you're listening, show you care. They say “you're a jerk..!” You repeat back, “okay, I'm a jerk...” “You're angry about the pay cut”... etc. What's important is that they get their steam out. Don't fight it, allow it.



### 10) TIME OUT

A very important tactic, especially when emotions rise, or they're being aggressive.

Just say: “Let's

take a break”.. or “Would you excuse me for a few minutes” .. this can do wonders. In the case of a hugely rude or aggressive person, you can say “I'm sorry, but I have to leave. I won't stand here and be spoken to like this”.

### Winning the negotiation....



11) Change the game from Confrontation or Positional Bargaining (*They want X, you want Y*) to Problem Solving. Dealing with a Challenge.

12) **It's never about the person. Reframe it as the PROBLEM.** Never use “You!” eg: “You are so stubborn!” Even if they stamp their feet and say “I hate this new plan!”.. Pause. then, at the right time reposition their “I” to: “So you're saying the problem with this new plan is..”

13) Use praise-- even when something didn't happen! Remind them of wonderful things they said or did-- “I like the way you have such an open mind about things...”

### Facilitating...

14) Work hard to put everything you say into 1 minute miracles, and 15 second miracles. Effective communication is vital, because most difficult situations are FUELED by bad or confusing communication. Find your top-line point, then expand from there in a pyramid. Think what they want to hear.

15) Work with the Power of Guessing. “I may be wrong, but “I'm guessing that you're not pleased with the what Arthur said..” They won't be upset if you're wrong, but they'll LOVE you if you're right.

16) Spare your words. Save your criticisms for when it really matters.

### 17) Build them a Golden Bridge



Provide them with the means of gracious escape from their stubborn position. Make it EASY for them to change their mind, back down, or

admit they're wrong, without their having to say so. That's why No. 12 is important. The problem is “solved”, rather than they've changed their mind. Give them their own exit strategy, without showing it to them.

*Diplomacy is the art of telling someone to Go To Hell, so that they actually look forward to the trip. (Unknown)*