

“Dealing with Difficult People”

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“Dealing with Difficult People”

1. Basic Motivations of People

TO:

- Go Along
- Go Against
- Be In Charge
- Want Recognition
- Be Cautious
- To Belong

2. Why Individuals Become Difficult to Deal With

- Individual Experiences a Sense of Not Fitting In
- Predictability Factor Decreases
- Changes – Judgment – Criticism

3. Names, Patterns and Description of Difficult People (5 types)

- **Referred to as:**
 - The Tank
 - The Know-It-All
 - The Wishy-Washy
 - The Psycho

4. The Tools

5. Becoming a Skilled Communicator when Dealing with Difficult People

Difficult People

Referred to as:

- The Tank
- The Sniper
- The Grenade
- The Screamer
- Or “Mobile, Hostile and Agile



Behavior Characteristics

- Won't Listen to reason
- Must have last word
- Confrontational
- Angry, Pushy, Aggressive
- Passive Aggressive
- Tries to get needs met by Intimidation/unpredictable use of Emotions & Power

Intervention

- Keep Mouth Shut
 - Use Deep Breathing Techniques
 - Get them to Sit Down with Empathy
 - Stand Up if they won't sit down
 - Use Diffusing Skills – “That's one way of look at it”
 - Don't Argue, but do state your position
 - Don't argue but do agree to disagree
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Referred to as:

- The Know-it-all
- The Intellectualizer
- The “Yes-But”



Behavior Characteristics

- Critical
- Must constantly demonstrate how smart they are
- The authority on what went wrong
- The blocker in meetings
- Must always be right and have the last word

Intervention

- Be straight with Knowledge Base
- Listen, but be prepared to block & refocus
- Control conversation with forceful limiting clarification statements
- Use “Excuse Me” Interventions
- Validate Good Ideas, but Push for Action Steps

Referred to as:

- Wishy-Washy
- The Yes, the No or the Maybe Person
- The Saccharin Snake
- The Space Case



Behavior Characteristics

- Indecision
- Attempts to Avoid Disagreements (you can't trust them)
- Want to Please, Over commits, loves your ideas
- Avoids giving closure on issues
- Good at discussing what is wrong, but not too interested in solutions

Intervention

- Listen astutely for hidden agenda
- Surface rapid options
- Get individual involved in action plan
- State your position clearly on what you will do, can't do, expect from them
- Being assertive with "I-Statements" is critical to success with this type

Referred to as:

- The Psycho"
- The Loner
- Anti-Social
- "He Seemed O.K."
- Just Plain Whacko



Behavior Characteristics

- Moody, Quiet
- Hostile at times, Agitated
- Poor Interpersonal Skills
- Difficulty Accepting Feedback from others
- Threats
- Talks about past incidence of violence
- May abuse substance
- Has fascination with weapons

Interventions

- Keep untangled and protect your interpersonal boundaries
- Track and document incidents
- Report Concerns
- Keep Doors Open

The Tools

1. Build the Relationship

2. Be clear about the goals – Start small

3. Keep “Clarifying” what the focus of the conversation is on

4. Stay Curious

- Suspend Judgment
- Keep your Values in Check
- See the other person as resourceful and whole

5. What and How Questions – Asking Questions

- Keeps the other person engaged
- Shows that you are interested
- Reveals information
- Who is responsible for what
- Keeps you in control
- Empowers the other person
- Don't worry if you ask a question that bombs!

6. Acknowledgements

- Use these thru-out the conversation
- Builds confidence
- Builds trust and a sense of alliance
- Communicates that you are looking for the best
- Be specific

7. Noticing

- “I notice.....”
- Brings clarity to situations
- Creates a “freeze-frame” effect
- Keeps the conversation moving

8. Deep Listening

- Listen with all your senses
- Use the “Noticing” technique to draw awareness around changes in body language, tone, energy, etc.
- Listen for what is not being said – make a guess as to what is being left out

9. Encouragement

- Use encouragement to build a strong, trusting relationship
- Use encouragement to steer the conversation towards a positive

10. Empathy

- See with their eyes, hear with their ears
- Ask yourself the question – “What would someone have to believe about himself or herself, other people or the world to behave this way?”

Becoming a Skilled Communicator when Dealing with Difficult People

1. Identify and Articulate Problems in two sentences
2. Brainstorm for Solutions
3. Get the Commitment to try the Solution
4. Be Purposefully Optimistic
5. Adapt your Communication Style to the Individual
6. Model Respectful Communication Style
7. Listen Before You Act
8. Building Specific Communication Skills based on Strengths