



# Dealing with Difficult People

Date: May 3, 2012

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# Work/Life Program: How We Support Employees & Family Members



Personal	Child Care	Elder Care	Daily Living	Work-Related
Mental Health	Parenting/Child Development	Living Arrangements	Home Improvement	Work Stress
Emotional Well-being	Prenatal	Caregivers	Pet Care	Career Concerns
Relationship & Family Concerns	Childcare	Grief & Loss	Health & Fitness	Interpersonal Conflict
Life transitions & Crises	Adoption	Medicare & Medicaid	Moving & Relocation	Education
Addiction & Recovery	Education	Community Resources	Event Planning	Career Transition
Financial & Legal Issues	Work/Family Balance	Adults with Disabilities	Travel & Leisure	Development

# Features of the Work/Life Program



- Confidential
- No Cost
- Employees & Family Members
- 24/7
- 800-833-8707
- [www.myccaonline.com](http://www.myccaonline.com)
- Company Code: **CUNY**



- Define “difficult”
- Step by Step Guide to Dealing w/ Difficult People
- Best Practices
- Things to Remember
- Staying Sane



# Define “Difficult”



- You must analyze why the person is difficult
- Are they:
  - Mean
  - Tired
  - Stressed
  - Contrary
  - Defensive
  - Talkers
  - Needy
  - Unreliable
  - Criticizers
  - Competitive
  - Spot-lighters
  - Unpredictable
  - People who have to have the last word

- Do you want or must you improve the relationship?
- Start by looking at yourself
- Talk to a colleague or positive support person for insight
- Remember: to move a relationship forward you must be willing to take action

- You have the remote! Respond rather than react!
- You can control of your emotions and words
- Use “I” throughout conversations: “I feel this is an issue”
- It is not about “winning” it is moving the relationship forward
- “No one can make you feel inferior without your consent”

*Eleanor Roosevelt*

# Use the Remote



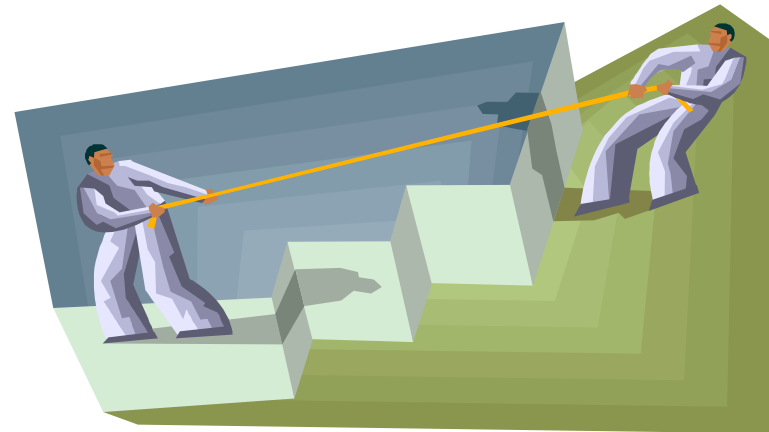
- Keep the volume low
- Tune in to the right channel
- Focus attention on the program in front of you
- Relax
- Rewind and replay





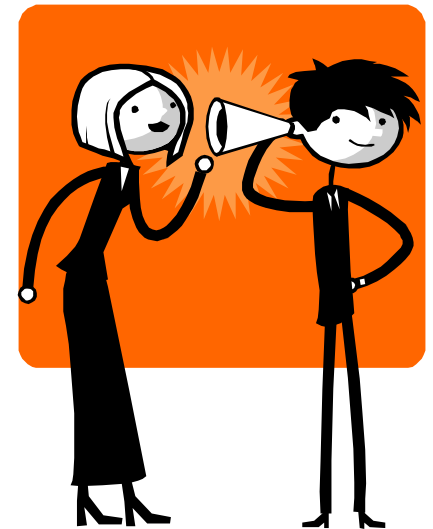
# Remember

- Control your actions and reactions
- Discretion is a friend
- Conflicts are part of life
- Be specific
- Assume nothing



# Staying Sane

- Ask “What is going on?”
- Find one thing to agree on
- Acknowledge the other persons feelings
- Listen, Listen, Listen
- Confirm understanding with questions
- Challenge your own point of view



Thank you!