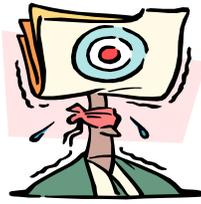


DEALING WITH



DIFFICULT PEOPLE

(Students, spouses, children and family, administrators, anyone!) co-workers, our own

You know who I am talking about — the people who get you steaming mad, irritate you, or just make you want to hide! They can bring drama and frustration to your work or home life, but you need to be with them for whatever reason.

Guess what! The people you consider “difficult” may not be the same as those I or others would. But once you identify those difficult to *you*, now you can learn how to deal with them – not just avoid them or wish them gone! And if we are going to be perfectly honest, some people may consider you or me the difficult one!

There are tried and proven ways you may not have known to defuse an angry co-worker, student, family member or even strangers. You DO have the ability to control your own emotions, and above all be prepared for situations you know are going to be challenging.

Difficult people often don’t even think there’s a problem — much less think that they could be contributing to it. It’s simply up to you to be prepared. This could make a positive, lasting difference in your life. You have to take control of the situation if you want results.

What does Difficult Mean?

Building Positive Relationships:

People Helping People





Proactive Vs. Reactive:

An Ounce of Prevention

1. Check your rearview mirror.
(The definition of *insanity*)
2. Check *your* needs: “Physician, heal thyself.”
3. If I could change one thing...



OLD DAYS VS. THESE DAYS!

*The best indicator of the future is past behavior –
unless someone intervenes.*

- *Assertive Discipline of Yesteryear*
- *Transformational Leadership*



What do you expect?

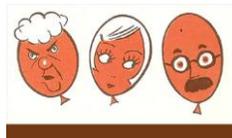
1. Communication Skills 101: *Cops!*
2. De-personalize, but still “humanize.”
3. Walk a mile...maybe you *have*.
4. Don’t sweat the small stuff: Choose your battles..
5. Give it your all and DOCUMENT everything!



What do they Want?

1. Care and concern
2. Outside interest
3. Humor
4. Paradoxical situations
5. Consistency

How’s that workin’ for ya?



START EQUIPPING YOUR

TOOL BELT

THE GIFT OF ENCOURAGEMENT

What do they need?

- 1.
- 2.
- 3.



Who are these three basic profiles?

- 1.
- 2.
- 3.



Translate these to other difficult people in your life:

- Co-workers
- Family members
- People you must deal with regularly
- Others in your sphere of influence

**RESEARCH SHOWS IT IS NOT THE ACTION OF THE DIFFICULT PERSON
BUT YOUR REACTION THAT GIVES THE BEST SOLUTION TO THE ISSUE:**

Variables include the specific situation, context, interpretation, perception, etc.

By the way, we too have a “profile.”

DON'T JUDGE A BOOK BY ITS COVER! (Looks can be deceiving)



YOUR REACTION TO THOSE NEEDS? THIS DETERMINES THE SOLUTION:

Reaction to Profile 1:

Solution:

Reaction to Profile 2:

Solution:

Reaction to Profile 3:

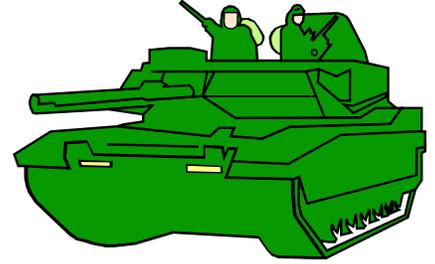
Solution:

PYRAMID OF SUCCESS



LET'S PLAY RISK – THIS IS RISKY BUSINESS!

- 1. Pick your battles.**
 - 2. Lose the battle but win the war.**
 - 3. You can't control the outcome, only your moves.**
 - 4. Your move determines the next player's move!**
- Great strategy move: N I I T B !**



CHINESE PROVERB

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THE LESSON

REVIEW: BALANCE and CONSISTENCY:

6 AREAS TO CONSIDER

REVIEW: Most important for your own personal application

FIND WAYS TO ENJOY THE JOURNEY! Journal, notes, humor!

**There is no greater profession than investing in the life of a child!
YOU are needed!**

THANK YOU MY IOWA FRIENDS!

Contact info:

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Paradoxical Commandments of Leadership

- 1. People are illogical, unreasonable, and self-centered.
Love them anyway.*
- 2. If you do good, people will accuse you of selfish ulterior motives.
Do good anyway.*
- 3. If you are successful, you win false friends and true enemies.
Succeed anyway.*
- 4. The good you do today will be forgotten tomorrow.
Do good anyway.*
- 5. Honesty and frankness make you vulnerable.
Be honest and frank anyway.*
- 6. The biggest men with the biggest ideas can be shot down by
the smallest men with the smallest minds.
Think big anyway.*
- 7. People favor underdogs but follow only top dogs.
Fight for a few underdogs anyway.*
- 8. What you spend years building may be destroyed overnight.
Build anyway.*
- 9. People really need help, but many attack you if you do help them.
Help them anyway.*
- 10. Give the world the best you have and you'll get kicked in the teeth.
Give the world the best you have anyway.*

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