

DEALING WITH DIFFICULT PEOPLE



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Dealing with Difficult People

Coping begins with:

R_____ and a R_____

The primary reason for conflict is D_____

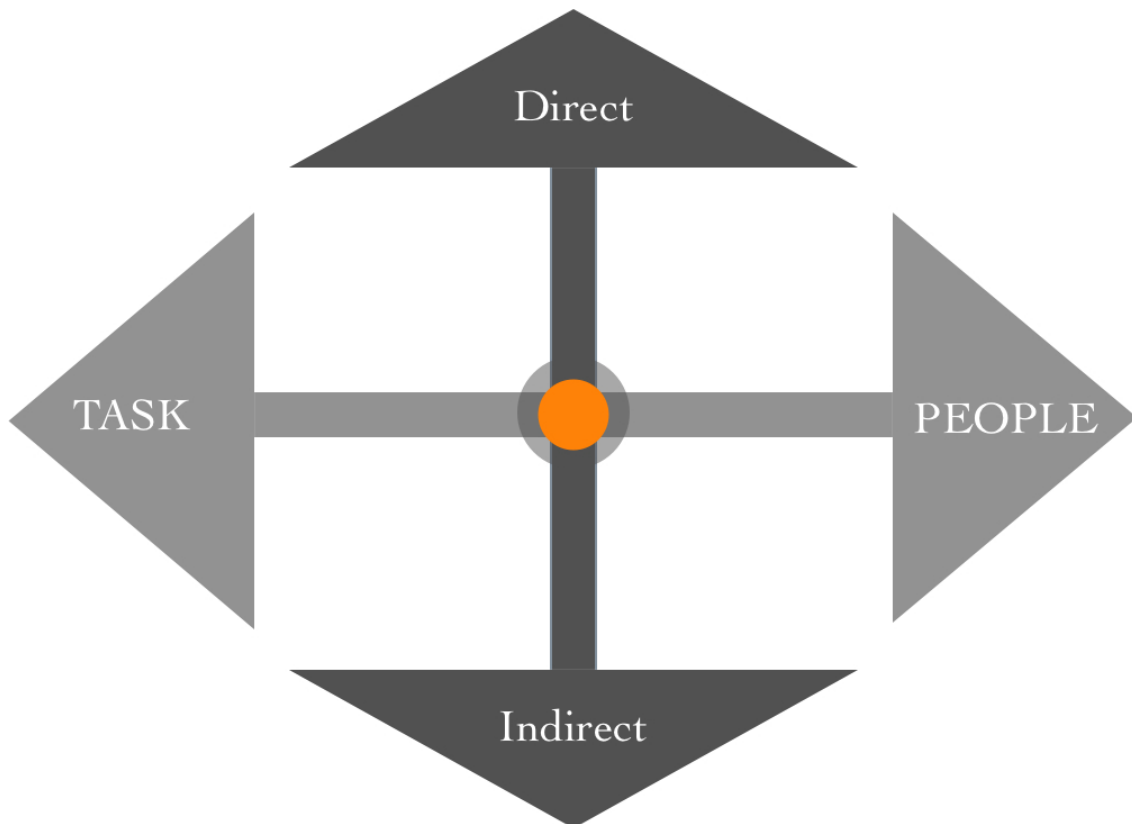
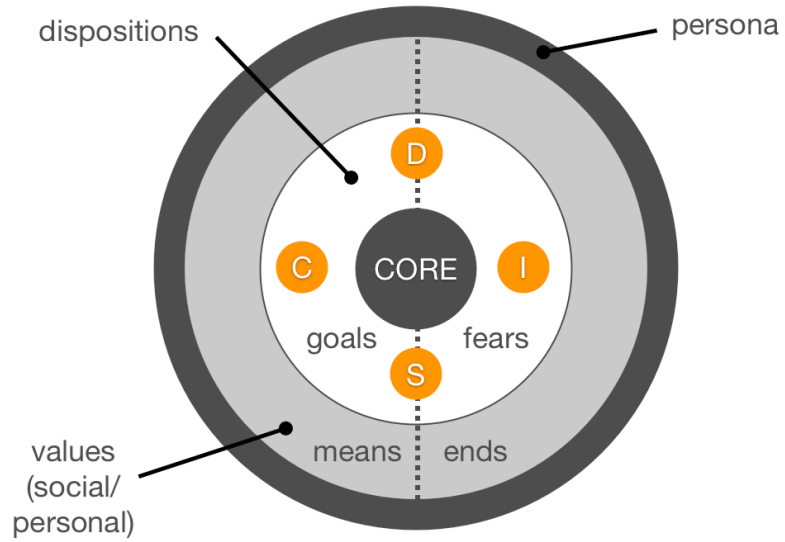
The Irregulars:

1. The T_____
2. The S_____
3. The G_____
4. The K_____ - _____ - A_____
5. The T_____ they Know-it-all
6. The Y_____ Person
7. The N_____ Person
8. The M_____ Person
9. The N_____ Person
10. The W_____


Your Options:

1. S_____ and do Nothing
2. Vote with your F_____
3. Change your A_____
4. Change your B_____


Understanding our Differences



Disposition Strengths

SITUATIONS REQUIRING	most tendency  least tendency			
self-initiative & risk taking	D	I	C	S
enthusiasm & involvement	I	D	S	C
stability & follow-through	S	C	D	I
accuracy & thoroughness	C	S	D	I

Disposition Fears (stressors)

SITUATIONS REQUIRING	most tendency  least tendency			
loss of control	D	C	I	S
loss of approval	I	S	D	C
loss of predictability	S	C	D	I
loss of accuracy	C	S	D	I

	GOAL	FEAR
D	power & control	being taken advantage of
I	popularity & prestige	being rejected or disliked
S	appreciation & sincerity	being asked to change
C	accuracy & precision	being criticized for poor quality

Intentions

STYLE	INTENT	FRUSTRATED INTENT
D		
I		
S		
C		

Frustrated Intent brings out the "Irregulars"

<p>D - Controlling</p> <ol style="list-style-type: none"> 1. 2. 3. 	<p>I - Attention Seeking</p> <ol style="list-style-type: none"> 1. 2. 3.
<p>C - Perfectionism</p> <ol style="list-style-type: none"> 1. 2. 3. 	<p>S - Approval Seeking</p> <ol style="list-style-type: none"> 1. 2. 3.

RESPONSE

1. BLENDING
Reducing the D_____ between you and meeting them where they are
2. REDIRECTING
Using rapport to change the T_____ of the interaction

Two Keys:

1. No one cooperates with someone who seems to be A_____ them
2. Blending always P_____ redirecting

People want to be understood...

1. E_____
2. I_____

Listen to Understand

1. Blend V_____ and A_____
2. R_____ some of their own words
3. C_____ their meaning, intent and criteria
4. S_____ what you've heard
5. C_____ to find out if you got it right

Dig to Deeper Understanding

Identify Positive Intent

Identify Highly Valued Criteria

Speak to be Understood

Get What You Expect

Coping

1. Don't take it P_____
2. Appreciate C_____
3. Set B_____

ANSWERS:

page 1

- | | |
|----------------|--------------|
| 1. Rationale | 10. Nothing |
| 2. Response | 11. Maybe |
| 3. Differences | 12. No |
| 4. Tank | 13. Whiner |
| 5. Sniper | 14. Say |
| 6. Grenade | 15. Feet |
| 7. Know it all | 16. Attitude |
| 8. Thinks | 17. Behavior |
| 9. Yes | |

Page 4

- D – Get it Done – Controlling
- I – Get Appreciated – Attention Seeking
- S – Get Along – Approval Seeking
- C – Get it Right – Perfectionism

S - Approval Seeking 1. Sniper 2. Tank 3. Know it All	I - Attention Seeking 1. Grenade 2. Friendly Sniper 3. Think they know it all
C - Perfectionism 1. Whiner 2. No Person 3. Nothing Person	D - Controlling 1. Yes Person 2. Maybe Person 3. Nothing Person

Page 5

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|----------------|-----------|
| Differences | Audibly |
| Trajectory | Repeat |
| Against | Clarify |
| Precedes | Summarize |
| Emotionally | Confirm |
| Intellectually | |
| Visibly | |

Page 6

Personally
Best
Criticism
Boundaries