

Dealing with Difficult People & Conflict

Thursday, February 24, 2011

8:00 AM – Registration

8:30 – 12:00 Workshop



Constant Training

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Learning Objectives

After completing this session, you will be able to:

- Understand the differences in each of us and why they may cause difficulties in the workplace
- Identify, neutralize, and impact difficult personality types.
- Utilize a six-step process for dealing with difficult people.
- Better understand conflict and your role in difficult situations.
- Resolve difficult situations more effectively using “win-win” strategies.

Session Outline

1. Understanding difficult people
2. Identifying different personality types including your own
3. Dealing with the difficult personality types
4. A six-step process for better results – keeping your S.A.N.I.T.Y.
5. How do you know if you are part of the problem?
6. What if the difficult person is your boss?
7. What if it is your customer?
8. What if it is your co-worker?
9. VIDEO: Dealing with Conflict
10. Five typical conflict styles
11. Tips for resolving conflict situations with win-win
12. Group work dealing with conflict
13. Summary and goals
14. Participant evaluation

Your Goal(s) for Today?

“Swallowing angry words before you say them is better than having to eat them afterwards.”- H. Jackson Brown

Understanding Difficult People

What is a difficult person?

What role(s) can a difficult person have in your life?

How do difficult people affect you?

How do difficult people affect your organization?

Difficult people versus difficult situations:

Why are difficult people difficult?



“The ability to work with people is as marketable a commodity as coffee or sugar, but I’ll pay more for it than any other ability under the sun.”

~ John D. Rockefeller

Difficult People vs. Different People

Responsible Gold

Loyal~ Dependable~ Prepared~ Thorough~ Sensible~ Punctual~
Faithful~ Stable~ Organized~ Caring~ Concerned~ Concrete

Curious Green

Analytical ~ Global ~ Conceptual ~ Cool ~ Calm ~ Collected ~ Inventive
Logical ~ Perfectionist ~ Abstract ~ Hypothetical ~ Investigative

Harmonious Blue

Enthusiastic~ Personal~ Sympathetic~ Warm~ Communicative~
Compassionate~ Idealistic~ Spiritual~ Sincere~ Peaceful~ Flexible~

Adventurous Orange

Witty~ Charming~ Spontaneous~ Eager~ Impulsive~ Generous~
Impactful~ Physical~ Optimistic~ Fraternal~ Immediate

Which color are you MOST like? _____

Which color are you LEAST like? _____

(In your color group – discuss what might be some possible weaknesses of people that chose this color?)

Note: BEFORE WE PROCEED – think of a difficult person in your life: Someone with whom you would like to get better results or improve your relationship. Put their initials here _____ (if they are sitting next to you, put down some fake initials!)

Dealing with Different Personality Types

Personality	Your plan of action
1. _____	
2. _____	
3. _____	
4. _____	

**Their behavior is a tactic they use to get what they want.
You can (and should) use tactics also!**

Small Group Work

Discuss your difficult person and one thing you might do differently in the future to get better results. As a group member, offer suggestions that may have worked for you in the past with this type of person.

Keep in mind: Many people fit more than one of the difficult personality types such as a bully negativist or the silent sniper complaining sarcastic!

A Six-Step Process for Better Results

1. Step Back.

- Get distance between you and them.
 - Maintain your composure- remain calm.
 - RESPOND DON'T REACT.
-
-

2. Accept it.

- Stop wishing they were different.
 - The universe is our teacher.
 - Everyone is different
-
-

3. Non →Sense

- Identify the problem.
- Understand the causes of the problem.
- Understand ourselves and why we have trouble with them
- Understand the person – why do they act that way?

Exercise: Small Groups – Making Sense of Their Behavior

Discuss your difficult person and explain to the group specifically why you think they are being difficult. Again, think about what benefit or positive result do they get by being that way. If there was no reward – they would not do it.

Focus on similarities and not differences – Look for the good!

4. Ideate.

- Determine options.
- TRY SOMETHING SIGNIFICANTLY DIFFERENT
- Prepare for the encounter – their behavior is mostly predictable
- Albert Einstein Said “The definition of insanity is doing the same thing over and over again, _____”

5. Take control.

- Implement your plan
- Neutralize their tactics.
- Be flexible – learn by trial & error – “fail forward”

6. You

- Be assertive (not passive or aggressive).
- Be RESPONSE-ABLE – choose your responses
- Be patient
- Q.T.I.P. – realize that they do this with everyone, not just you

TOOLS ONLY WORK IF YOU USE THEM!

How do you know if you are part of the Problem? *(Sometimes we may need to change ourselves!)*

1. Look within yourself and your relationships. Do you have a clear view of yourself? Not what you like to think of yourself as, but what you really are!
2. Ask a close friend or associate for honest feedback.
3. Ask yourself...*Am I judgmental, inattentive, negative, a whiner or complainer, touchy, intolerant, aggressive...?*
4. Take note if you find yourself wishing you had done or said something different frequently.
5. If you find that you have conflicts or problems with many people...
6. Is it something that you are doing or saying to influence this person to act a certain way or to make the situation worse?
7. Do you sometimes feel people try to avoid you?

“If you look close enough, you will see yourself as part of the problem” – author unknown

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“I’ve seen the error of my ways and I’ve decided to start being more respectful to my coworkers. Hey, bozo, I’m talking to you!”

What if the Difficult Person is Your Boss...

1. Always clarify exactly what he/she wants...confirm details.
2. Get on his/her good side by adopting their preferred styles
3. Admit mistakes- No Excuses!
4. Make his/her life easier.
5. Make sure your suggestions and feedback are perceived as constructive. Be a problem solver and not a “complainer”.
6. Grin & bear it or move on!

What if the Difficult Person is Your Customer?

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**“I don’t like to be difficult, but
it’s the only thing I’m really good at!”**

What if the Difficult Person is Your Co-Worker?

Aggressive - bully

The complainer/negativist

The gossipier/back stabber/rumor monger

The sharer of personal problems (TMI!)

Inappropriate behaviors/language/jokes

Other “problem” co-workers?

**Liking everyone you work with is not a
requirement, nor is it realistic!**

Understanding Conflict

VIDEO: DEALING WITH CONFLICT (17 MINUTES)

Notes:

Five Typical Conflict Styles (Which of these styles do you tend to use?)

1. **The avoider – uncomfortable with it – wants to get along**
2. **The accommodator – tries to make others happy**
3. **The compromiser – split the difference or both give a little**
4. **The competitor – loves to win – it is a contest of minds**
5. **The negotiator – works to a consensus – collaborator**

- Colleen McKenna, Author of the book Powerful Communication Skills

What causes conflict?

Are conflicts a normal part of every organization?

What are the costs of unresolved conflict to you and the organization?

What are the benefits of surfacing and resolving conflict?

“I am at a time in my life where I have realized that I don’t have to get angry with someone who disagrees with me.”

– Bill Clinton

Listening leads to understanding which leads to resolution.

Tips for Resolving Conflict Situations With Win-Win

1. LISTEN FIRST! Actively! Don't Interrupt Them.
Content ~ Clarity ~ Feelings ~ Values
2. A Simple Conflict Resolution Script...Use "I" Statements:
3. Respond – don't REACT
4. Avoid absolute statements (always, never).
5. Stick to the facts – "just the facts ma'am"
6. Focus on the present or future, not on the past.
7. Be aware of non-verbal communicators- yours & theirs.
8. Ask a friend to help you work through a problem or situation
9. It is not about winning or losing but about "discovering"
10. When all else fails, try honesty!

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"When I say 'Yes' I mean 'No' but in a nice way."

Group Work – Dealing with Conflict

What is a typical conflict you deal with at work?

What have you been doing about the conflict or problem so far?

What do you need to do instead?

=====

What is our role when it comes to resolving conflict? What can I do to make it better and not make it worse?

What are the characteristics needed to resolve conflicts?

“Be soft on people but tough on the problem.”

~ Unknown

“If we keep following the idea of an eye for an eye and a tooth for a tooth, we will end up with an eyeless and toothless world - Gandhi

Summary

Identifying different personality types – Recognizing difficult situations – Doing something different than what I have done in the past – Keeping my SANITY – Controlling myself to influence their behavior – Being assertive – Being aware of my actions and how I might be contributing to the problem or the conflict – Neutralize their tactics by using your tools - Being a problem solver versus making things worse – Looking for win-win

One thing I will do when dealing with my difficult person is:

One thing I will remember to use the next time I am faced with conflict:

=====

“Temper is one thing you can’t get rid of by losing it.”
- Unknown

***“When you begin your journey to resolving conflict,
always take your first few steps in their shoes”***
- Joe Constance

“Anyone can hold the helm when the sea is calm.”
- Publius Syrus

“There is no education like adversity.”
- Walt Disney



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Mission Statement: To provide skill development training, which will result in measurable improvement in targeted areas, and consistently exceed our client expectations.

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Guarantee: Our policy is simple. If you and your organization rate our training as average (or lower), it’s FREE!

Client Satisfaction Rate: Last year our client satisfaction rate was 99.7%

Facilitator: Joe has been rated consistently outstanding in over 300 workshops in the past two years. Our philosophy is to provide lively, professional, participation oriented and fun training experiences.

Sample Topics

Customer Service Excellence Time & Life Management

Managing Cust. Serv. Excell.
Running Successful Meetings
Resolving Problems
Coaching/Mentoring
Networking Skills
Rewarding Employees
Thinking Creatively

* Usually multiple sessions

Building Positive Attitudes Stress for Success

Negotiation Skills**
Managing Change
Teambuilding Skills*
Building Trust
Taking Risks
Building a Better Memory
Telephone Skills

Bolded=Most Frequent

Difficult People & Conflict Communicating Effectively

Selling Skills*
Powerful Presentations**
Handling Complaints
Reducing Turnover
Leadership*
Delegating & Empowering
Constructive Discipline

****Full day program**

Participant Evaluation

By completing this evaluation, you will help us improve future sessions.

- | | Poor | | Average | | Excellent |
|--|---------|---|---------|---|-----------|
| 1. Overall, the information presented was: | 1 | 2 | 3 | 4 | 5 |
| 2. Overall, the presenter was: | 1 | 2 | 3 | 4 | 5 |
| 3. Overall, the meeting location was: | 1 | 2 | 3 | 4 | 5 |
| 4. Overall, your expectations were: | Not met | | Met | | Exceeded |

5. What did you like best about this workshop?

6. What is one thing we could do to improve it?

7. General comments or suggestions (please use reverse side if you need more space)

8. If we may use your comments in our promotional literature, please fill in below

Name: _____ Organization: _____

Title _____ Phone # _____

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