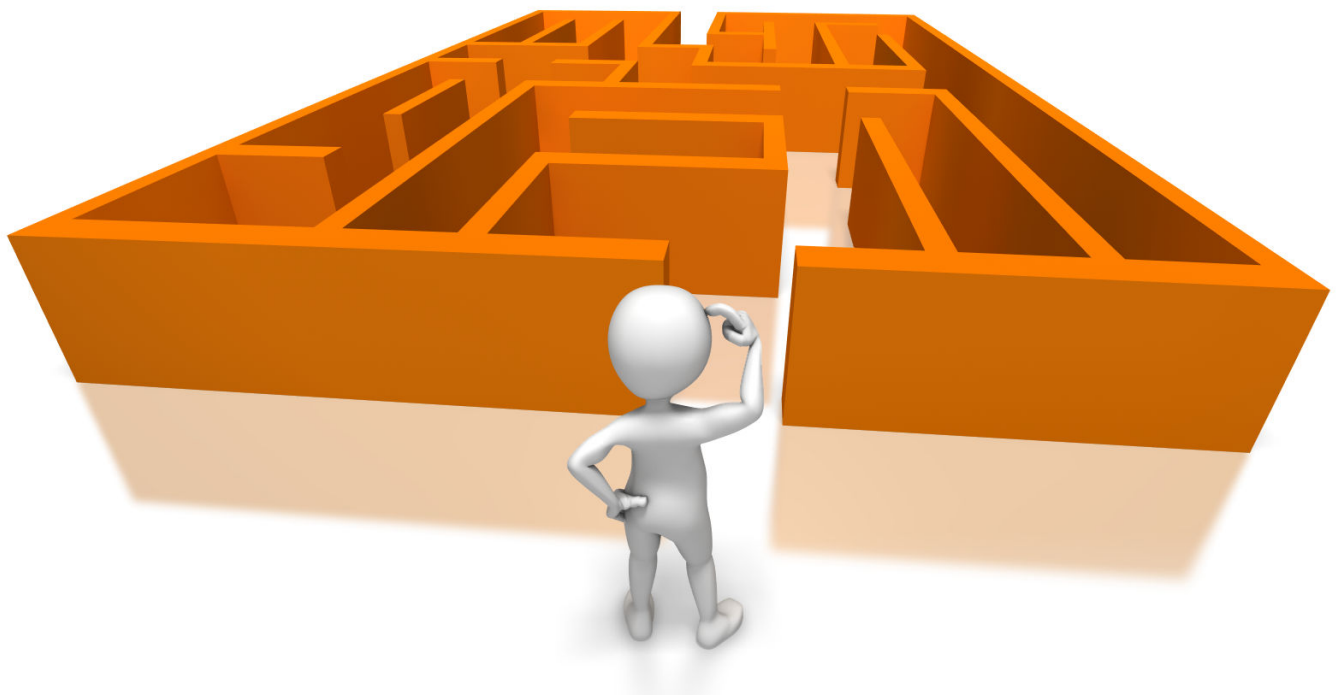


DEALING WITH DIFFICULT PEOPLE

17 Ideas on How to Deal With Difficult People



A Free 'Quick Read' Guide

<http://www.dealingwithdifficultpeople.com>

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Enjoy this 'quick read' Guide!

MORE HELP ON DEALING WITH DIFFICULT PEOPLE

Looking for more help in dealing with people, particularly those difficult people?

Then our Dealing with People Packages and Premium Membership Opportunity will provide you with the solutions you need. You can find out all about these packages by going to the website link below:

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We have also taught, coached and worked with thousands of people to assist them in successfully dealing with difficult people who may be...

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INTRODUCTION

The purpose of this introductory 'quick read' Guide is to help you begin to think differently about how you handle and deal with the difficult behavior of other people and your own responses to their behavior.

Of course, the 17 ideas presented in this Guide will not give you all the answers on how to deal with that difficult person or people in your life. This requires more work than what we can cover now in such a short Guide. But do not be fooled! These 17 ideas form the foundations on which you can develop more specific strategies and techniques to succeed in effectively dealing with people.

Now you are certainly not alone in your struggle to find ways to deal with people who are difficult. So many others are searching and often silently suffering in trying to cope with other people's difficult behaviors.

However, by reading this short Guide you are now on your way to thinking differently. You are now taking back some of the power and control to begin to effectively handle your responses to the difficult behavior of other people.

There is certainly lots of work to be done and you cannot do it all alone. We are going to be working through this together. So make sure that you are receiving our regular email tips and ideas and also subscribe to our blog for even more ideas for you at <http://www.dealingwithdifficultpeople.com>

17 IDEAS TO GET STARTED

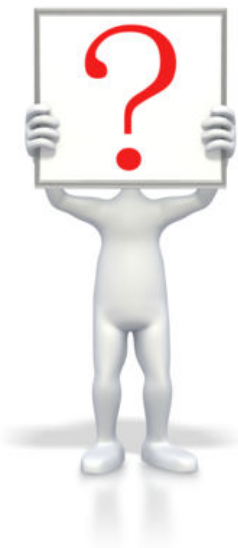
1. LEARN FROM EXPERIENCE

Dealing with the difficult behavior of other people is never an easy or very pleasant experience. But start by looking upon it all as a powerful learning experience. You need to remember that you can learn an enormous amount from the experience itself.

Write a sentence in answer to each of the questions below. For negatives can be turned into positives when you ask yourself:

- What can I learn from this experience?
- What can I learn about myself?
- What can I learn about my interaction with this person?
- What can I learn about my interactions with people in general?

By having a learning mindset you will always gain something from the experience and never lose when having to deal with the difficult behavior of others.



Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so.

Douglas Adams

2. ACCEPT IT HAPPENS

Decide to also accept that we all have to deal with people in our lives that we find difficult and do not get on with. Anyone who states they have liked and gotten on with everyone they have ever met is being unrealistic and denying the truth.

There will always be people who you meet in your life whose behavior you will find annoying, frustrating, intimidating and more. Stop pretending. Accept that this will happen and then focus on strategies to deal with those behaviors and those people.

3. STEP BACK AND SEE THE BIG PICTURE

Whenever you are dealing with people and their difficult behaviors you must step back and try to analyze the situation from the outside looking in, rather than from the inside looking out.

Why? Because this gives you a less emotional perspective. When you are less emotionally involved who can look at things more realistically and the answers on how to proceed and to deal with the situation will come to you more easily.

Emotions can cloud your judgment and dealing with people with difficult behaviors can feel very emotional. Start by visualizing yourself looking down on the situation as though you were an observer. As an observer, begin to coach yourself on what to do and how to handle the situation with an unemotional and detached frame of mind.



Where we have strong emotions, we're liable to fool ourselves.

Carl Sagan

4. BE PREPARED TO CHOOSE YOUR BATTLES

Coming from an outside perspective will also help you to decide to choose your battles. There are times when you must decide to make 'a stand' and other times when you need to 'let it go'. There are times to be assertive with others, there are times to ignore their behavior and there are times to take a different course of action.

You do not respond exactly the same way in every situation – so choose carefully as to how important this battle is to you.

5. FIRST UNDERSTAND BEFORE BEING UNDERSTOOD

Whenever you are dealing with difficult behavior always make an attempt to understand where that person may be 'coming from'. Try to understand why they might be acting and behaving in such a manner. Try to see it from their perspective before trying to get them to see your perspective.

Many times you can deal with the difficult behaviors of other people when you understand the underlying sources and reasons for this behavior. However, do be aware that it is not always easy or possible to get underneath the behavior that is being exhibited on the surface, to the underlying reasons.

But always begin with this goal in mind. You will get much further when you first seek to understand before being understood.



Everything that irritates us about others can lead us to an understanding of ourselves.

Carl Jung

6. FOCUS ON THE BEHAVIOR NOT THE PERSON

It's important that you do focus on the difficult behavior that you are dealing with rather than the person. When you focus on the behavior rather than the person you can become very clear.

- What is the exact behavior that you are finding difficult to deal with?
- What are the consequences or results of that behavior that are affecting you and/or others?
- What type of different behavior would you like to see from that person in the future?

In this way you can concentrate on influencing that person's behavior, not attempting to change their personality.

7. RESPOND BUT DON'T REACT

Aim to respond to the behavior rather than reacting to it. Whenever someone 'pushes your buttons' and you react to them in a defensive or aggressive manner, they now have the 'power' in the situation and the relationship. They have got a reaction out of you.

You want to work towards remaining calm, cool and collected. You want to respond assertively and to maintain your composure to think and act clearly and remove the emotional imbalance that occurs when you simply react.



Nothing gives one person so much advantage over another as to remain always cool and unruffled under all circumstances.

Thomas Jefferson

8. DEAL WITH THE BEHAVIOR PROMPTLY

Don't delay too long in dealing with the difficult behavior. This does not mean that you leapt in and react to the situation. There are times when you need to stop, go away and think clearly and calmly about how to handle the situation. Remember respond, don't react!

But if the difficult behavior is persistent then simply ignoring it will not make it go away. Avoiding that person all the time, particularly in a work setting will not help you. Be determined to deal directly with and respond to the difficult behavior as promptly as possible.

9. CONSIDER THE COMMUNICATION SETTING

Consider the setting of where you will be communicating with that other person. The setting of the conversation can be so very important. So here are some questions to ask yourself about the setting when preparing to have a conversation with that person about their behavior:

- Where will the communication be taking place?
- Is it a public or private setting?
- Are there other things that might be going on that will be distracting for both of you?
- Is this actual setting the most appropriate place to have the conversation or is there a better location?



The most important thing in communication is to hear what isn't being said.

Peter Drucker

10. CRITICISE IN PERSON AND PRAISE IN PUBLIC

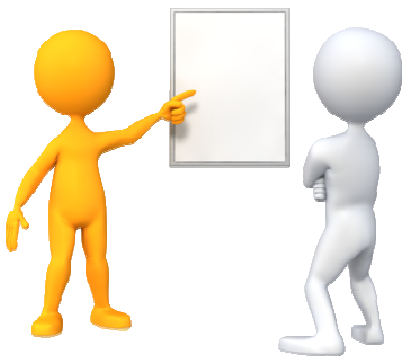
Whenever possible, work towards discussing that person's difficult behavior in private rather than in front of others such as work colleagues, friends, family, etc.

When people are criticized in front of other people, they are less likely to listen and accept what you are saying. They become more focused on not losing face or being humiliated in front of others. They are immediately placed in a defensive mode rather than open to your suggestions.

11. LISTEN FIRST AND SPEAK LATER

Spend more time in respectful listening than talking yourself. Focus on hearing very clearly what the other person is saying.

When you clear your mind of your own thoughts and focus on really hearing what the other person is saying – you have a greater chance of finding the 'keys' to resolving many difficult situations.



Listening is such a simple act. It requires us to be present, and that takes practice, but we don't have to do anything else. We don't have to advise, or coach, or sound wise. We just have to be willing to sit there and listen.

Margaret J. Wheatley

12. BE AWARE OF THE NON-VERBAL LANGUAGE

Make sure you are attuned not only to the words the person is saying but even more importantly, their non-verbal language. It is the non-verbal language that provides you with many of the real indications about how someone is feeling and thinking, not just the words that they are saying.

In your face-to-face communication with another person, this communication is made up of:

- 7% is the actual words said
- 38% is the actual tone of the voice
- 55% is the body language displayed by each person.

13. DISPLAY CALMNESS

Display calmness when communicating. Remember to respond and don't react. Calmly and quietly state your position and avoid becoming emotional in your responses.

Concentrate on your own body and force yourself to remain still, rather than moving around a lot. Keeping your body still and relaxed helps to keep your mind calm and relaxed.



If you can attain repose and calm,
believe that you have seized
happiness.

Julie-Jeanne-Eleonore de Lespinasse

14. BREATHE SLOWLY AND DEEPLY

Be aware also about how you are breathing. When we are stressed, our breathing becomes faster and shallower. Remember to breathe slowly and deeply and this will further assist you to remain calm and in control of your emotions.

When you breathe slowly and deeply you regulate the amount of stress-producing adrenalin rushing through your body. Reducing this adrenalin allows you to think more clearly rather than heading towards the 'fight' (aggression) or 'flight' (run away) response that is instinctive for many of us when faced with difficult situations.

15. CALL A TIME OUT

Be prepared to call for a 'time out' or a short break if you are finding it difficult to remain calm, unemotional and focused on the behavior not the person. It is better to have a short break in the conversation rather than continue on and 'lose your cool'.

Go to the restroom or step outside and get some fresh air. Take this time to use some stress reducing strategies beginning again with concentrating on breathing slowly and deeply. When you feel calm and in control again – its now time to return and engage in more assertive communication.



To decide, to be at the level of choice, is to take responsibility for your life and to be in control of your life.

Abbie M. Dale

16. MAKE YOUR CHOICE

Understand that in the end you have only three choices in dealing with the difficult behavior of others. You can:

- i. Attempt to change their responses and relationship with you by influencing their behavior
- ii. Accept that, after your best attempts, the situation is not going to change and that is the way it is going to be; or
- iii. Reject the situation, cut your losses and move on – either physically or in your own mind.

Start with an expectation of influencing the other person's behavior and achieving 'change'. But be prepared that this may not always happen as only that person can ultimately decide to change their own behavior.

17. LOOK AFTER YOURSELF

Always remember to look after yourself. In the end, the way you respond to the difficult behavior of others will focus you on what is also best for you too. You can learn a multitude of ways to handle other people but you must always keep your own well-being as a top priority. So look after YOU!



The longer I live the more beautiful life becomes.

Frank Lloyd Wright

YOUR GUIDE

This Guide is designed to provide you with constructive and practical ways to begin to understand and handle the difficult behavior of other people. The Guide is only a starting point for your own continued exploration and learning.

To help you along the way, in the coming months you will be regularly receiving even more practical email ideas and tips to deal with those very difficult behaviors of others.

GET READY FOR SO MUCH MORE!

So get ready for so much more! If you haven't yet signed up for more ideas, tips and strategies to come then go to <http://www.dealingwithdifficultpeople.com> and sign up today and also subscribe to our blog.



We are continually faced with a series of great opportunities brilliantly disguised as insoluble problems.

John W. Gardner

BUT REMEMBER YOU CAN'T DO IT ALONE!

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We have also taught, coached and worked with thousands of people to assist them in successfully dealing with difficult people who may be...

- Employees and work colleagues
- Managers and leaders
- Teams, groups and individuals
- Customers and clients
- Family and friends

We also offer such customized services as...

- In-house Workshops
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- Mediation Sessions
- Private and Personal Consultations, Public Workshops, Webinars and Teleconferences

Please email us to find out how we can provide the 'people' solutions that you need at support@dealingwithdifficultpeople.com

We look forward to assisting you!



*Dr Judy Esmond
Leading International Expert on Stress Management and Dealing with People.*