

9 Steps for Dealing With Difficult People

First, Try To Understand Them

STEP 1

Ask yourself if the person is more concerned about **the task** or **the people involved**.

STEP 2

Validate their concerns: "It is important for families to be able to afford tickets."

STEP 3

Ask questions to help you understand the reasons they don't like an idea. "How would you make the process easier for teachers?"

STEP 4

Summarize their point of view and then ask, "Did I get it right?"

STEP 5

Assume that the person has positive intentions.

Then, Try To Be Understood

STEP 6

Speak calmly and watch your tone of voice.

STEP 7

State your positive intentions. "I want the event to be fun and safe, too."

STEP 8

Use "I" statements: "I think this approach will help keep our costs down."

STEP 9

Repeat steps 1 through 4 if needed.

Dealing With Difficult People

Daniel F McAuley



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