

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

DP Hallahan



Dealing With Difficult People:

Decoding **Dealing With Difficult People**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Dealing With Difficult People**," a mesmerizing literary creation penned by way of a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring affect our lives. In this appraisal, we shall explore the book is central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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