



Dealing with Difficult People – Part 1

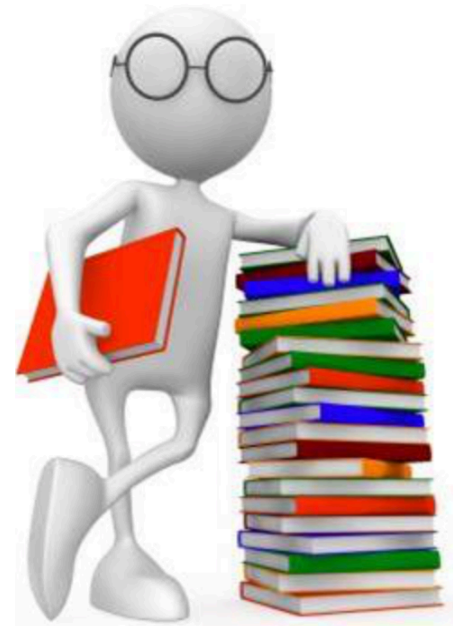
Welcome!



Congratulations for choosing
Grooa Online Learning!

We will learn:

- Why are Difficult People a Problem?
- How do I react?
 - 3 Autopilot Reactions
 - Why they do not work
- How can I respond?
 - The 1 strategy that works
 - Tips and Techniques
- Examples
- Homework



Why is it a Problem?

□ “Difficult People”

1. defy logic, create chaos and **complexity**
2. push other people’s buttons, causing **stress**

□ “Difficult People” drain our energy

- ❖ Mental
- ❖ Emotional
- ❖ Physical
- ❖ Spiritual



□ Stress is a threat to our success

- Decreased clarity
- Unhappiness

A broadly spread problem

- We all know some Difficult People
 - 75% have a Difficult Person in personal network
 - 85% have a Difficult Person as a work colleague
 - 90% have experienced a toxic/bully during their life
 - 10% have a toxic colleague right now
- 60% of my Clients suffer of major stress related to a Difficult Colleague
 - Constant anxiety
 - Unable to be at their best
 - Drained / fatigued



Food for Thoughts

I'LL TRY

BEING NICER

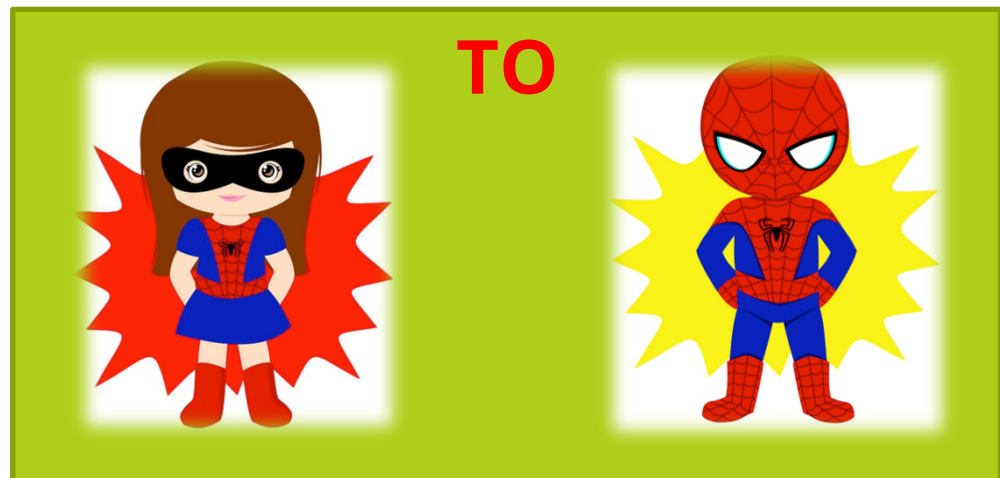
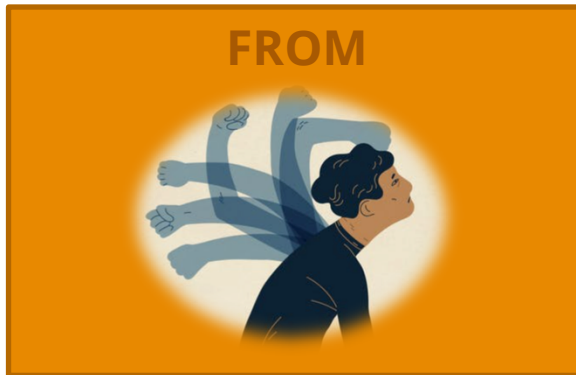


If you try

BEING SMARTER

1. Am I also a Difficult Person to someone else?
2. Am I too focused on changing the other vs. self?

My Goal: the Shift



My “feel good” dual goal

- ▣ Decrease bad effect on me:

- ▣ Change Myself

- ▣ The way I feel
 - ▣ The way I respond
 - ▣ The way I learn



- ▣ Improve my Influence:

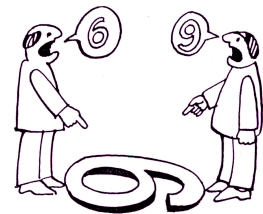
- ▣ Change the Other

- ▣ A long term investment
 - ▣ ROI?



Types of Difficult People

1. OK people, but different from you
Only problem is their difference

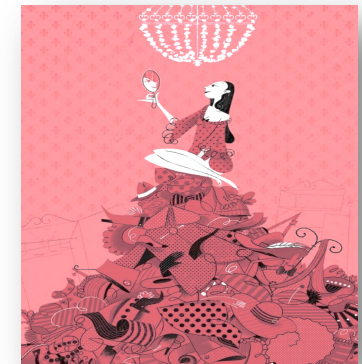


2. Not OK people, they do not function well
Problem is that they are
unable/unqualified/unskilled

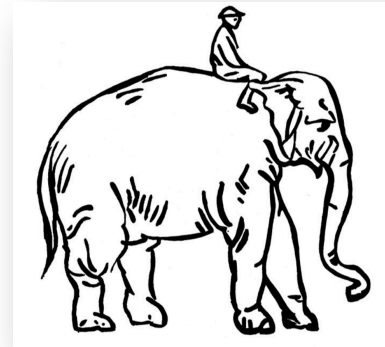


3. Toxic
Consistently harming
ALL their relationships

Key traits:
critical/selfish/deceiving



Instinctive Reactions



The Threat of the Different

Tip:
relax physiology to
regain control

1. Passive Reaction
2. Aggressive Reaction
3. Passive-Aggressive Reaction

Responding vs. Reacting



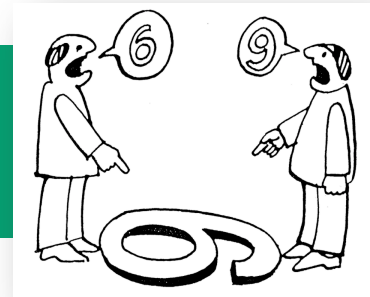
Counter-intuitive: Steer into the Skid

Counter-intuitive

Being Assertive, not Defensive

Practice is
KEY!

Stressful Differences



- Different norms, habits, preferences
- See the world differently
- EXAMPLE: the 4 styles of learning

Exercise:

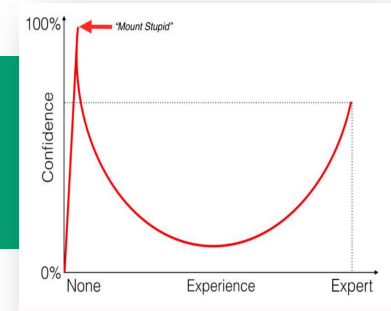
Meeting, he is 20 min late. What is your reaction?

- Think he is rude (first time) / blow up (next time) / stop seeing him
- Do nothing, dislike conflict
- Go home after 15 min
- Enquire as to what happened (first time) / tell you value friendship, but are frustrated by delays



- Effective response:
- Assertive Acceptance, with Curiosity and Empathy

Stressful Incompetence



■ The Dunning-Kruger effect

- Incompetent and unaware

■ Examples:

- Poor Quality Job
- Micromanaging
- Judgment or Advice i/o Feedback
- Poor Listening Skills
- Narrow view (selfish or parochial)

■ Effective response:

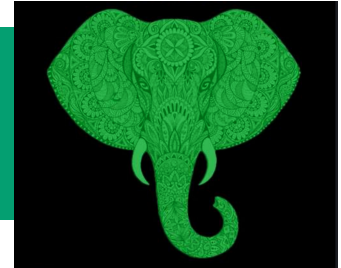
- Assertive framing, sharing and engaging in adult-to-adult conversations

Exercise:

Your boss gives you “feedback” in the form of judgment and advice. What is your reaction?

- Argue, justify, defend your view with ample examples, tell him he is unfair
- Say nothing, feel bad, do what you can to please him next time
- Say nothing, ignore his comments and do the same as always, but talk badly about him behind his back
- Ask for factual examples and consequences, summarize your learning and thank for insights; then choose to do what you think appropriate / or ghost him if he pushes for a commitment that you cannot make

Stressful EQ Incompetence



Exercise 1: Responding to an aggressive person

"I agree it could be better ..."; "we have different styles ...",
"shall we go on?"

Exercise 2: Dealing with a passive person

I notice, I see, I hear, tell me more, how do you see it? how
about? etc.

■ Emotional Incompetence

- Out of control elephant

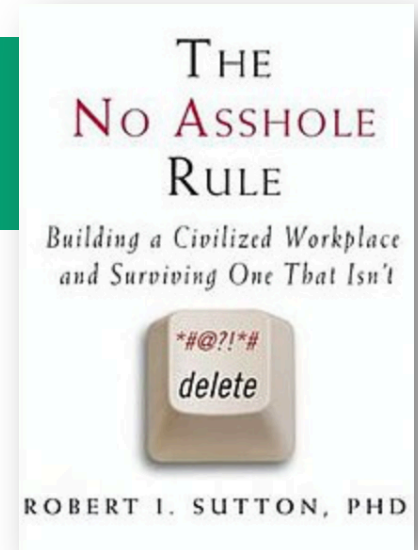
➤ Techniques for Aggressive People

- Detachment – their problem
- Not caving in – fogging
- Calm statements
 - Offer options if appropriate (4 steps)
 - I understand / I feel / I want / OK?

➤ Techniques for Passive People (or P-A)

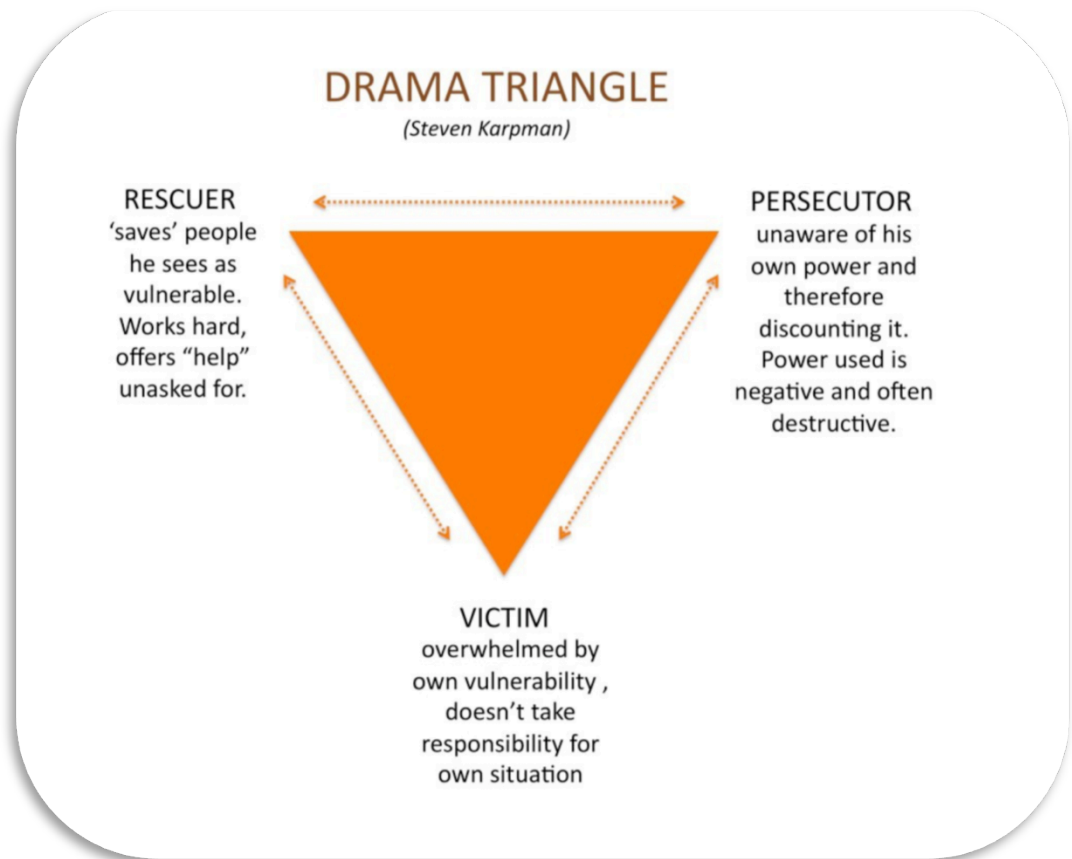
- Assertive curiosity: engage and enquire

High Maintenance “Bullies”



- ❑ Difficult with everyone
 - Critical / selfish / deceiving
 - “Pests”: create COSTS and RISKS
- ❑ What to do:
 - Recognize and distance yourself
 - Understand their Games and Smile
 - Hold your ground and affirm limits
 - Potentially get help

Understanding the Games



Homework Exercise:
How many Games can be played around this triangle?

Homework

1. Try out assertive curiosity with a Different “Difficult Person”
2. Try out one assertive approach with an Incompetent “Difficult Person”
3. Reflect upon the Drama Triangle
 - Are you sometimes playing a Drama Game?
 - Do you know someone who plays a Drama Game?
 - Do you know a Toxic Person?

Next Time:
More about Drama Games
More about Managing our Emotion
More about the Trust-Fear balance

Well done!



You have completed the first session of the Master Class!