

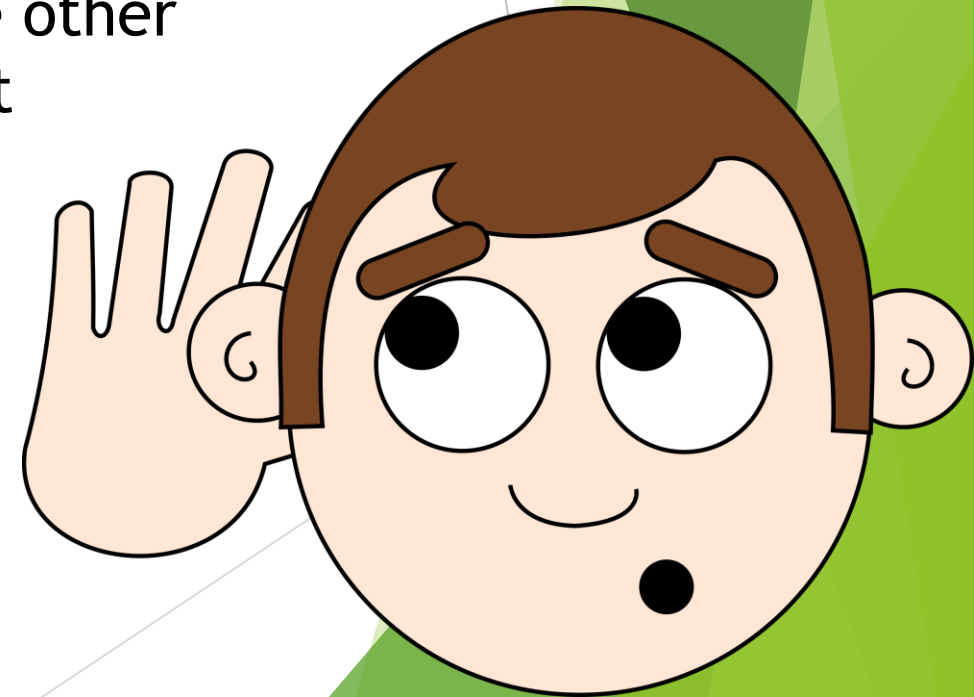
Handling Difficult People

Hillview Leadership Class

Listening

- ▶ Listening is step one in dealing with "unreasonable" people
- ▶ Everyone wants to feel heard
- ▶ While you're listening, really focus on what the other person is saying, not what you want to say next
- ▶ Be a Empathetic Listener

Respect • Integrity • Loyalty



Keep Your Cool

- ▶ Reduce, rather than escalate the problem
- ▶ The less reactive you are, the more you can use your better judgment to handle the situation
- ▶ Before you say something you might later regret, take a deep breath and slowly let it out while you figured out a better way of communicating the issue



Shift from Being Reactive to Proactive

- ▶ Minimize misinterpretation and misunderstanding
- ▶ Concentrate energy on problem-solving



I ❤️
BEING
PROACTIVE

Put the Spotlight on Them

- ▶ Equalize power in communication
- ▶ The easiest way to do so is to ask constructive and probing questions



Use Appropriate Humor

- ▶ Disarm unreasonable and difficult behavior with humor helps avoid being reactive
- ▶ Show your detachment - Problem rolls off your back
- ▶ Humor can shine light on the truth, disarm difficult behavior, and show that you have composure



Actions to Avoid

- ▶ Don't act defensively
- ▶ Don't return anger with anger
- ▶ Don't argue or try to convince the other person of anything



Take Care of Self

- ▶ **Debrief** - After the situation is over, talk to someone about what happened
- ▶ **Discharge your own stress** - natural reactions on hold during the while dealing with difficult people. Don't let the emotions stay stuck in your body. Go for a walk.
- ▶ **Give yourself credit for getting through an uncomfortable situation**



Manage Conflict

What do you do when there is disagreement that can't come to a consensus?

- ▶ Call for a break
- ▶ Use a parking lot
- ▶ Intervene

Words you can use

- ▶ _____, I appreciate your thoughts
- ▶ _____, you may have gone too far
- ▶ Thanks, _____ for your remarks

Manage Disruption

- ▶ Side conversations
 - ▶ Is it ok? How to stop it?
- ▶ Ground rules

Words you can use

- ▶ Simply interrupt the talker (excuse me...)
- ▶ _____, when you are done we can continue.
- ▶ _____, sounds like you might be talking about something we all should hear?
- ▶ Let's come back together now...
- ▶ Look for others around you who might be able to help

Focus on Being a Facilitator

- ▶ The facilitator is not the same as the chair person
- ▶ The facilitator is, by definition:
 - ▶ to ease a process
 - ▶ to design and plan
- ▶ A facilitator helps the group to accomplish a common task

A Facilitator Focuses on

- ▶ Suggests ways to help the group move forward
- ▶ Make sure the people at the meeting know each person has a role to play.
 - ▶ Content - what gets done
 - ▶ Process - how the discussion happens and decisions get made

Eight behaviors that define leadership

