



DEALING WITH DIFFICULT PEOPLE

Presented by your
Employee Assistance Program

Together, all the way.®



SEMINAR GOALS



- Learn how to differentiate between “difficult people” and “difficult situations”
- Understand how challenging styles can trigger your emotions and behaviors
- Discover techniques to help you communicate with others effectively
- Review the benefits of your Employee Assistance Program (EAP)

WHAT ARE YOU REALLY DEALING WITH?



A difficult situation?

- Stressful environment
- Clashing expectations or needs
- External pressures



A difficult person?

- Personalities clash
- Habits
- Ways of working

WHAT ARE YOUR TRIGGERS?

Inattentive to details

Condescending nature

Hostility

Too attentive to details

Loud

Rude or inappropriate

We all have different styles that “push our buttons.” You may consider someone difficult, but a coworker finds the same person easy to get along with.

Unmotivated

Agreeable but lacks follow-through

Negative or pessimistic outlook

“Busy body”

Sarcasm

Passive or withdrawn style

Lacks initiative

Aggressive personality

Uncommunicative

Arrogance



In a difficult relationship, you always
have control over one thing...

yourself.



COULD YOU CHANGE YOUR THINKING?

- Perception
- Expectations
- Internalizing
- Assumptions



COULD YOU CHANGE HOW YOU ACT?



- Find strategies for emotional hotspots
- Model the behavior you would like to see
- Keep it professional
- Know when to ask for help

COMMUNICATION STRATEGIES FOR DIFFICULT INTERACTIONS



- Listen first
- Paraphrase their point of view and ask for clarification
- Give up the need to be right
- Look for common ground



DIFFICULT BEHAVIORS THAT CROSS THE LINE



- Threatening statements or demeanor
- Verbal abuse
- Inappropriate material and interaction
- Unwanted physical contact
- Preventing others from doing their job

HOW WILL YOU DEAL WITH DIFFICULT PEOPLE?

Will you...

- Change your reactions to difficult people?
- Respond differently in difficult interactions?
- Avoid getting emotionally caught up?



- Face-to-face sessions
- Confidential
- Prepaid
- Unlimited telephonic consultation
- Available 24 hours a day, 7 days a week
- Household benefit
- Work/life support such as elder care, child care and pet care
- Convenience services
- Financial services
- Legal services

BENEFITS OF THE EAP

Benefits vary by employer. Please check with your HR for your specific EAP benefits.



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