



Tool #6 - Part B

Dealing With Difficult People at Work

Part B Includes:

Top 7 Key Points

2 Week Progress Report

Final Progress Report

(Part B is a Review and Follow Up from Part A)

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Employee Success Toolkit
Tool #6 - Part B
Dealing With Difficult People at Work

In part A you learned many ways to deal with difficult people at work. Part B will help you review and record your progress.

Top 7 Ways to Deal With Difficult People at Work

If you have to work with difficult people every day, you probably dread going to work in the morning. You might get so stressed that you cannot concentrate on your job. Think about the following possibilities when dealing with difficult people:

1. Stand up to openly aggressive co-workers, but do not fight with them. Your goal is simply to assertively express your own views, not try to turn the situation into a case of right and wrong.
2. A sniper usually refutes his pot shots as either denial, “*I’m only joking,*” or volleying the responsibility onto you, “*You are so serious. Can’t you take a joke?*” However, the fact that you have questioned the covert attack will lessen the chance for similar attacks in the future.
3. Complainers are fearful people who have little faith in themselves and others because they believe in a hostile world. Their constant complaining can bring everyone to despair. Do not try to argue these people out of their negativity. Instead, respond with your own optimistic expectations.
4. Silent people get away with not talking because most people are uncomfortable with silence, and are too quick to fill in the gaps. Try to pose situations that require more than a simple “*yes*” or “*no*” answer. Then wait at least one full minute before you say anything. This long silence may make them uncomfortable enough to say something.
5. When dealing with cranky people, don’t react with sarcasm, ridicule or angry remarks, because this will only escalate the problem. Try to ascertain the reason for this behavior. What is the cranky person telling you? Some people may be purposefully cranky because it helps them get their own way. Others use crankiness to reflect their own inner turmoil. In either case, do not remain silent. Give a response that is assertive yet compassionate.
6. Do not take the difficult person’s behavior personally, and do not make excuses for the behavior. Do not try to appease them and do not try to beat them at their own game. They have been practicing it for a long time.
7. Remember, you will not be able to change the difficult person. It will not work. You must change your responses to the behavior.

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Tool No. 6 - Two Week Progress Report
Dealing With Difficult People at Work

Name _____ Date _____

Look at the goals that you set in part A of this lesson.

What have you done so far to reach your 3 main goals to deal with difficult people at work?

1. _____

2. _____

3. _____

What will you do in the next 2 weeks toward reaching your goals?

1. _____

2. _____

3. _____

Make a copy of this to give to your supervisor, and keep one for yourself.

Post your goals in your workplace where you can easily see them.

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Tool No. 6 - Final Progress Report
Dealing With Difficult People at Work

Name _____ Date _____

What progress have you made towards achieving your 3 main goals to deal with difficult people at work?

1. _____

2. _____

3. _____

How have your improved skills to deal with difficult people made a difference at work?

1. _____

2. _____

3. _____

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Additional Resources

All are available on The Confidence Center Web at
www.ConfidenceCenter.com

Free Resources

Email Newsletter:

Employee Morale and Confidence Tips

It has creative ideas you can use every week to keep up morale.

Sign up for Free at www.ConfidenceCenter.com

Assessments:

Are you happy at work? Take the [Employee Morale Assessment](#)

How confident are you? Take the [Confidence Quiz](#)

Articles and Past Newsletters

Calendar of Special Days:

Special days you can celebrate for every month of the year.

Fun Zone:

Jokes, cartoons, and more - when you just need a break.

Coaching:

Telephone coaching by our certified professional coach. To get one *free* coaching session.

Details at <http://www.confidencecenter.com/serv06.htm>

Low Cost Resources

Products:

Books, eBooks, videos, and other products to make you more successful at work.

Seminars:

We offer in-house seminars, customized for your company or organization.

Tele-seminars:

Telephone seminars on employee morale and employee performance. These will be announced in our newsletter and on our web.