

Dealing with People

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Have you ever dealt with someone you termed as difficult at your workplace?

Board/Councils

Coworkers

Customers

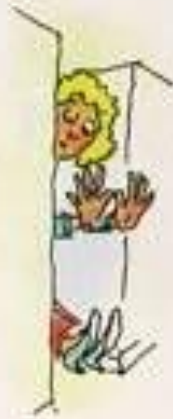


Do you recognize these people?



The Know-It-Alls

They're arrogant and usually have an opinion on every issue. When they're wrong, they get defensive.



The Passives

These people never offer ideas or let you know where they stand.



The Dictators

They bully and intimidate. They're constantly demanding and brutally critical.



The "Yes" People

They agree to any commitment, yet rarely deliver. You can't trust them to follow through.



The "No" People

They are quick to point out why something won't work. What's worse, they're inflexible.



The Gripers

Is anything ever right with them? They prefer complaining to finding solutions.

The Different Types of Difficult People you might encounter at work.

- ▶ The Complainer
- ▶ The Constant Critic
- ▶ The Compulsive Perfectionist
- ▶ The Know-it-All
- ▶ The Jealous Person
- ▶ The No-Sayer
- ▶ The Procrastinator
- ▶ The Bully
- ▶ The Easily Triggered

The Complainer

- The complainer is one of the most common difficult person to deal with.
- They are often unhappy, and they express their unhappiness in a way that can be frustrating for others.
- Complainers complain about their job, their coworkers, any thing else that pops in their heads.
- The worst part of dealing with a complainer is there's no telling what they're going to complain about next.

Board/Council: Finances, overtime, tasks not completed, not following procedures, driving around, two in a truck, pay, complaining employees, and not being certified.

Employees: Pay, more holidays, communication, micromanaging, equipment needs or wants, won't raise rates, and won't decide.

Customers: Rates, I didn't use that much water, policies and procedures, finances, and employees.

WE'RE NOT MICROMANAGING YOU



**JUST TELL US EVERYTHING YOU DO,
HOW OFTEN YOU DO IT, AND HOW LONG IT TAKES**

What we have here



Is a failure to communicate

The Constant Critic

- Criticizers are negative and sarcastic and find fault with everyone they meet.
- They take every tiny mistake you make and turn it into a mountain that you must prove yourself.
- A person who is always looking for reasons to critique others can be disruptive and destructive to the work environment.

The Compulsive Perfectionist

- A compulsive perfectionist is one of the most complex personalities to deal with.
- This type of person is always looking ways to improve themselves and their work performance.
- They are often critical of others, making working together very challenging.
- Perfectionists also tend to keep everything under control and manage situations perfectly.
- **MICROMANAGERS - they don't believe someone can do a better job.**

The Know-It-All

- This person thinks they always have the answer and are not afraid to share it.
- They are often condescending and expect other to listen to their opinion without offering a counterargument or alternative viewpoint.
- They can be judgmental which makes working together challenging.
- They always consider themselves smarter than the other person in the room.

The Jealous Person

- This person often takes credit for everything others achieved and feels entitled to share in the glory.
- They are often hostile toward others and spread rumors about others that don't match the actual situation.
- They look for faults or mistakes in everyone around them.
- They become angry if they do not receive the attention they want or feel they deserve.
- Petty

The No-Sayer

- The no sayer often refuses to participate in discussions or decision-making altogether.
- They only say no to whatever request you make or the suggestion you offer.
- They also tend to be selfish and do not care about the feelings of others.
- If you disagree with them, they will usually ignore you.

The Procrastinator

- This person sometimes forgets essential tasks or projects and will wait until the last minute before making any progress.
- Put things off
- Take to many breaks
- Inability to motivate oneself
- Low self-confidence to anxiety
- No worries

The Bully

- Bullies are intimidating and dislike others who do not belong to the group.
- They have strong opinions on subjects they don't know much about, and when you disagree with them, the bully will be very hostile towards you.
- The bully will often use their positions to power over others or persuasion skills backed by threats of discipline from bosses like termination or demotion.

The Easily Triggered

- This person is usually impulsive and reacts without thinking things through.
- They are also quick to take offense, leading to many conflicts.
- They can even show disrespect.
- High maintenance as one tries to avoid trigger points.

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The strategies For Dealing With Difficult People

Understand that difficult people are not necessarily bad people

- Difficult people can be frustrating, but that doesn't mean they are bad people.
- They are just different from you in some way and may not understand your point of view.
- Instead of reacting negatively to them, try to deal with compassion.
- Try to make the conversation you have with them effective and productive.

Be patient

- Sometimes the best way to get through to them is to be patient and persistent.
- Approach them calmly and rationally stay focused on the task.
- If they start become hostile or aggressive, it's time to back away and take a step back.
- Difficult people are usually just trying to defend themselves somehow.

Avoid getting drawn into a confrontation

- Confrontations can lead to negative consequences such as stress, anxiety, and even physical health issues.
- When possible, try to avoid getting drawn into clashes with difficult people, and it will help avoid unpleasant encounters.
- Focus on maintaining a calm and rational disposition and stay composed when dealing with difficult people.
- If the situation warrants it, reach out for help from other team members.

Don't take their behavior personally

- Difficult people are often just trying to stir up trouble and get under your skin.
- Focus on taking a step back and assessing the situation before reacting.
- If that doesn't work, consider removing yourself from the situation altogether.

Make sure you are familiar with the policy regarding challenging behavior

- Handbook
- Being savvy about your work policies, you can avoid any potential conflict or confrontation and keep your work environment safe and productive.

Keep a record of the incidents

- Document the incidents so you can objectively analyze the situation and produce a plan of action.
- You should record the detailed experience of the situation and include dates, times, and documentation relating to what happen.
- It will help you look for patterns in the behaviors and figure out how to deal with them beforehand.

Seek Support

- Support is crucial in managing difficult situations.
- It is challenging to stand up for yourself and manage difficult conversations with difficult people.

Keep a positive attitude

- No matter how complex or irritating someone may be, it is essential to maintain positive attitude.
- By keeping your cool, you can avoid getting overwhelmed and stressed out, only making the situation worse.
- These people are humans with emotions and feelings just like you.
- Take things one step at a time and stay calm and rational when dealing with them.

Don't give up

- No one is perfect and that includes difficult people.
- Try to understand their motives and find a way to resolve the issue without getting too emotional.
- Remember that difficult people are only painful for short period, and eventually, the difficulty will fade away.

Conclusion

Dealing with difficult people can be a real challenge, especially if you're not prepared.

It's essential to know the different types of difficult people you might encounter and learn how to deal with them accordingly.

These strategies will lead you to become a better and less stressful person.