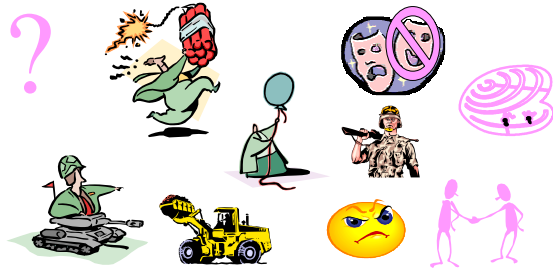


## How to Communicate with Difficult People



## 7 Types of Personality Types

- Hostile Aggressives
  - Sherman tanks
  - Snipers
  - Exploders
- Super Agreeables
  - The Negativist
  - Know it all
  - The Indecisive
- Complainer
- Clam

You can't change them, but you can *DEAL* with them!



### Hostile Aggressives *Sherman Tanks*

- Characteristics
  - Seem to attack not an idea, but you personally
  - Intimidating
  - Base decisions on facts of the moment
  - Get impatient with anyone who doesn't see it their way



### Hostile Aggressives *Sherman Tanks*

- Strategies for coping with Sherman Tanks
  - Stand up to them, but don't get into right or wrong
  - Use phrases like: "I guess we see it differently. Now what's our next step?"
  - Use their names when speaking
  - Say "\_\_\_\_\_, you interrupted me"
  - Be ready to be friendly- Sherman tanks back down when you earn their respect



### Hostile Aggressives *Sniper*

- Characteristics
  - Very strong sense of what others should do and think
  - Have to prove they're right
  - Take cover under humor and sarcasm
  - Count on victim not wanting to make a scene



### Hostile Aggressives *Snipers*

- Strategies for coping with Snipers
  - Smoke them out
  - Deal with them privately
  - Confront them and end with "Did you really mean what you said?"
  - Take away the joke - take away their cover
  - Deal with them every time they snipe



## Hostile Aggressives *Exploders*

- Characteristics
  - Yell, cut you down, insult you
  - Seem out of control... and ARE
  - Caught up in tantrums
  - Feel threatened and pushed to take action



## Hostile Aggressives *Exploders*

- Strategies for coping with Exploders
  - Do nothing but look him in the eyes
  - Let exploder run down
  - Help them regain their self-control
  - Let them know you take them seriously
  - Try to find some privacy, then get the facts
  - Offer some concrete plan of action



## The Complainer

- Characteristics
  - Whining tone that blames or accuses
  - Feel like they have little control over their lives
  - Anything good that happens is attributed to luck or favors from others
  - Allows them to feel blameless and victims
  - Wants problem solved but count on others to do it



## Complainers

- Strategies for coping with complainers
  - Listen actively, paraphrase back but don't agree
  - Don't agree and don't apologize
  - Get them into a problem-solving mode
  - Ask open-ended questions or ask them to put the complaints in writing
  - Ask them what they want to accomplish with their complaints



## The Clam

- Characteristics
  - Silent, unresponsive
  - Achieving power by withholding communication from you
  - Don't want to be blamed for wrong answer
  - May not know what's going on at all



## Clams

- Strategies for coping with clams
  - Get them to talk with small talk
  - Pause
  - Ask open-ended questions
  - Assume "friendly, silent stare" – look expectant, but don't make conversation
  - If no success, reschedule the meeting and state expectations for that meeting



## The Super-Agreeable

- Characteristics
  - Will agree to do anything you ask
  - Don't follow through
  - Give excuses and re-commit
  - Work hard at making you feel liked



## The Super-Agreeable

- Strategies for coping with super agreeable
  - Let them know that you don't expect miracles
  - Allow them the opportunity to be honest
  - Work for a win-win compromise



## The Negativist

- Characteristics
  - Pessimists
  - Tear down morale
  - Play to our despair
  - Feel like they have no control
  - Those with power can't be trusted



## The Negativist

- Strategies for coping with negativists
  - Come back with a positive, realistic statement
  - Don't argue with them
  - Don't try to convince them they're wrong
  - Keeps you from being dragged down
  - Establish a "horror floor"
  - Ask "What's the worst that could happen?"
  - Always be ready to take action on your own



## The Know it All *Bulldozers*

- Characteristics
  - Have THE right answer
  - Feel powerful
  - Don't need others



## The Know it All *Bulldozers*

- Strategies for coping with bulldozers
  - Get them to consider alternative views
  - Don't challenge their expertise
  - Paraphrase back what they just said
  - If you object, ask questions, don't accuse



## **The Know it All Balloons**

- Characteristics
  - Phony experts
  - Speak with great authority about subjects they don't know
  - Really feel like they have the answers



## **The Know it All Balloons**

- Strategies for coping with balloons
  - Give a descriptive statements as you believe them to be
  - Let the balloon save face
  - Change the subject



## **The Indecisives**

- Characteristics
  - Pleasant, supportive, listen well
  - Won't take action
  - Too concerned about hurting someone's feelings
  - Tend to avoid really answering



## **The Indecisives**

- Strategies for coping with indecisives
  - Find out what's really the reason they don't decide
  - Help them lay it out for you
  - Give them permission to disagree with you
  - Thank them for their input

## ***The DESO Strategy***

- **Describe** what offends you.
- **Express** how you feel.
- **Specify** what you want the other person to change.
- **Outcome**. Describe the desirable outcomes. Avoid threats.

## **The Negativist**

You have been asked to serve on the committee that will plan and host the company holiday party. No one really wants to serve on this committee because the parties are always dull. You want to make this year's party a success, but there is a negativist named John appointed to the committee. As a team:

- Conduct a meeting to come up with a party idea for the holidays
- Have one team member role play John in the meeting
- Using the strategies we've discussed, deal with the negativist and demonstrate how the committee will succeed.