

Working with Difficult People



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Authority
and Power

Their
(re)Actions

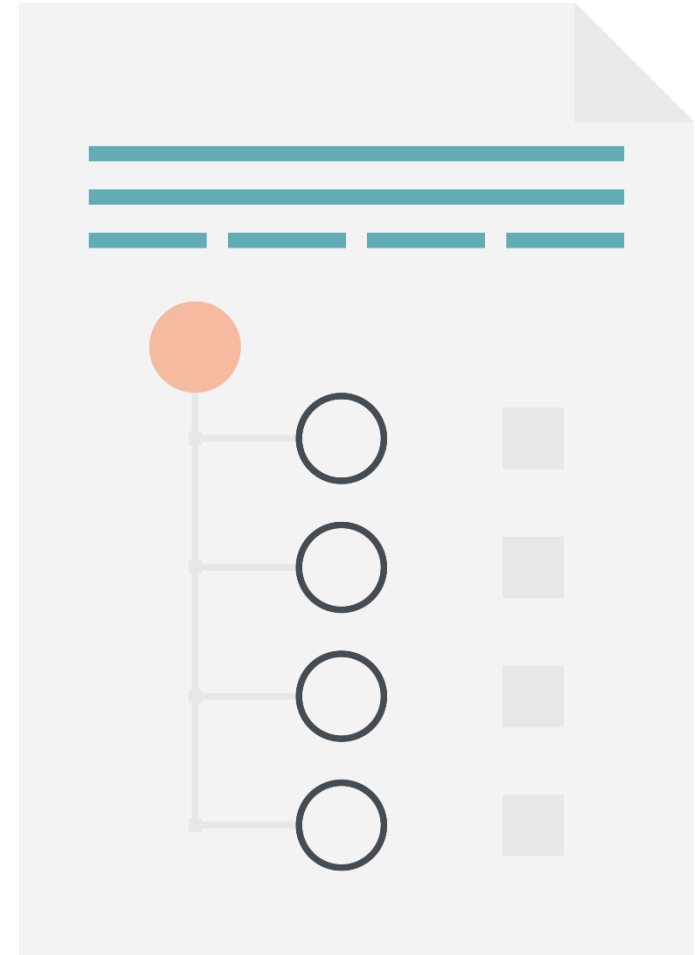
Communication

Assumptions

Your
(reActions)

Authority and Power

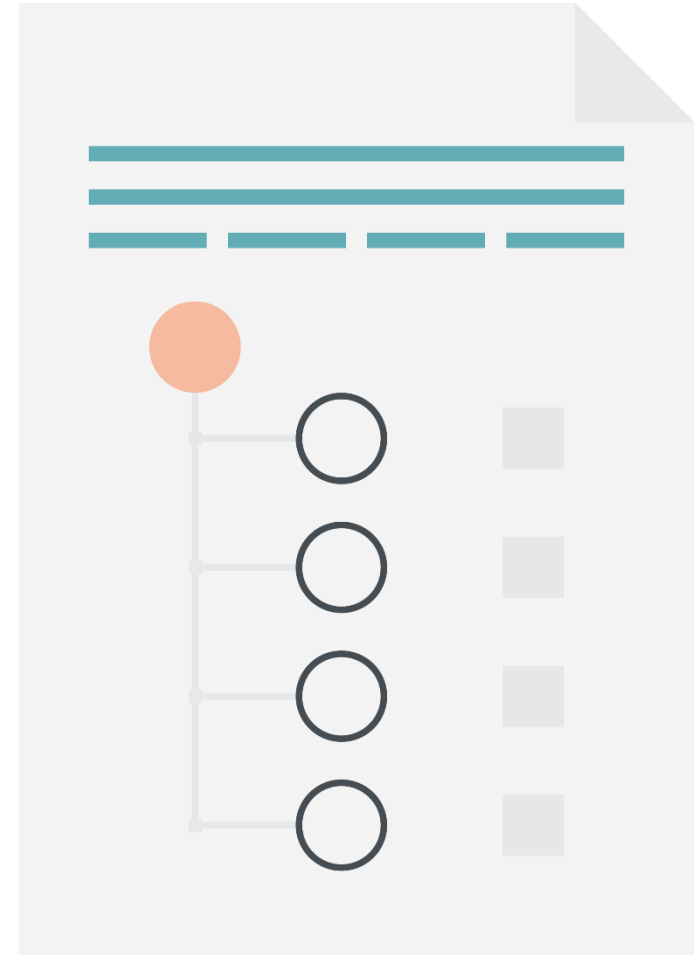
Who has authority?



Authority and Power

Who has authority?

Who has power?

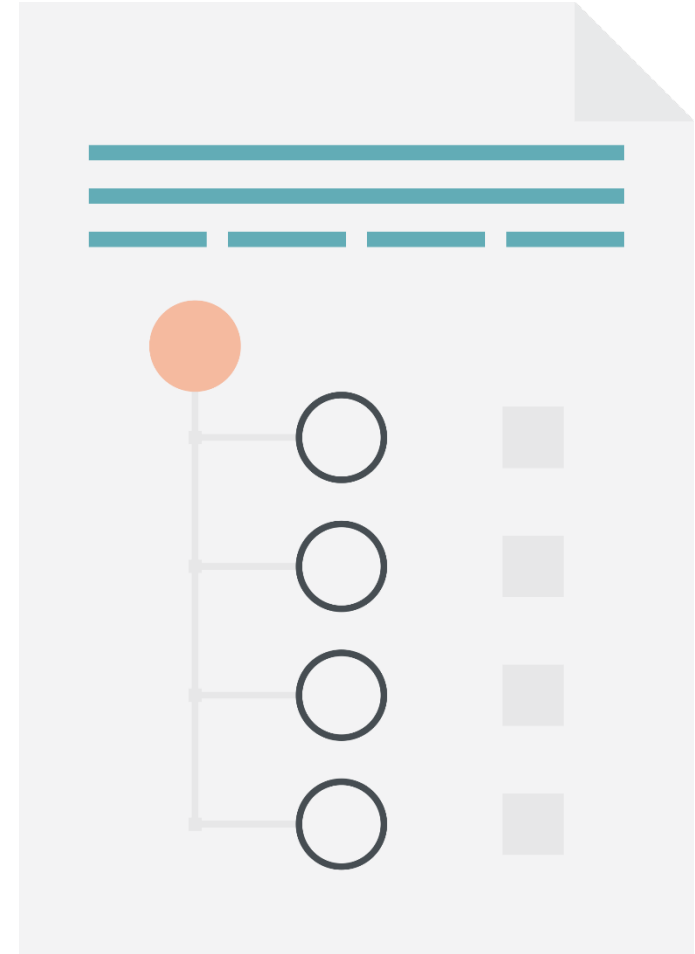


Authority and Power

Who has authority?

Who has power?

Who will back you up?



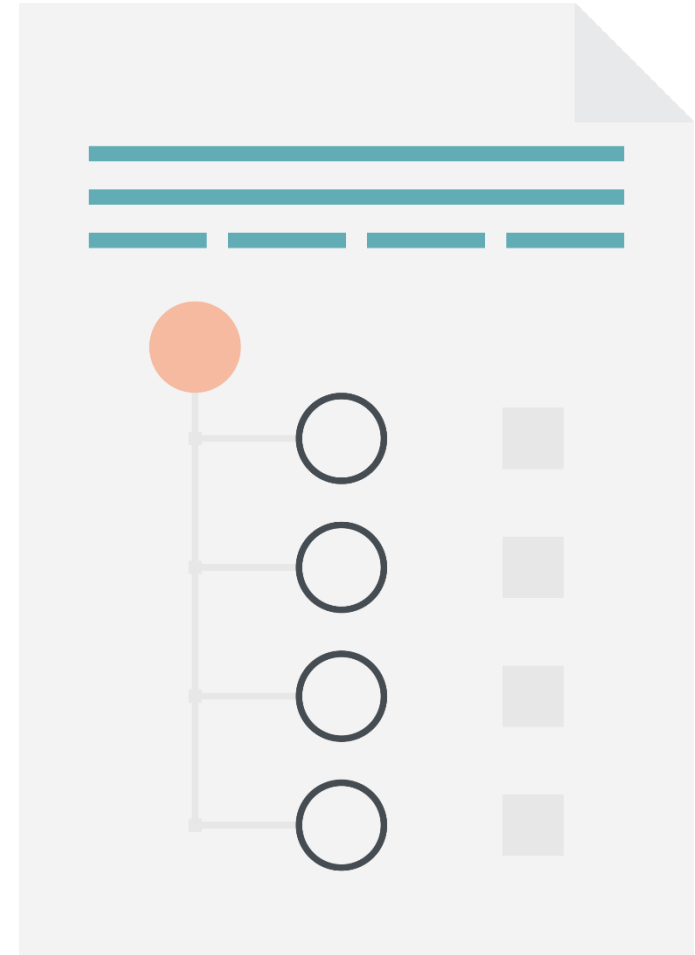
Authority and Power

Who has authority?

Who has power?

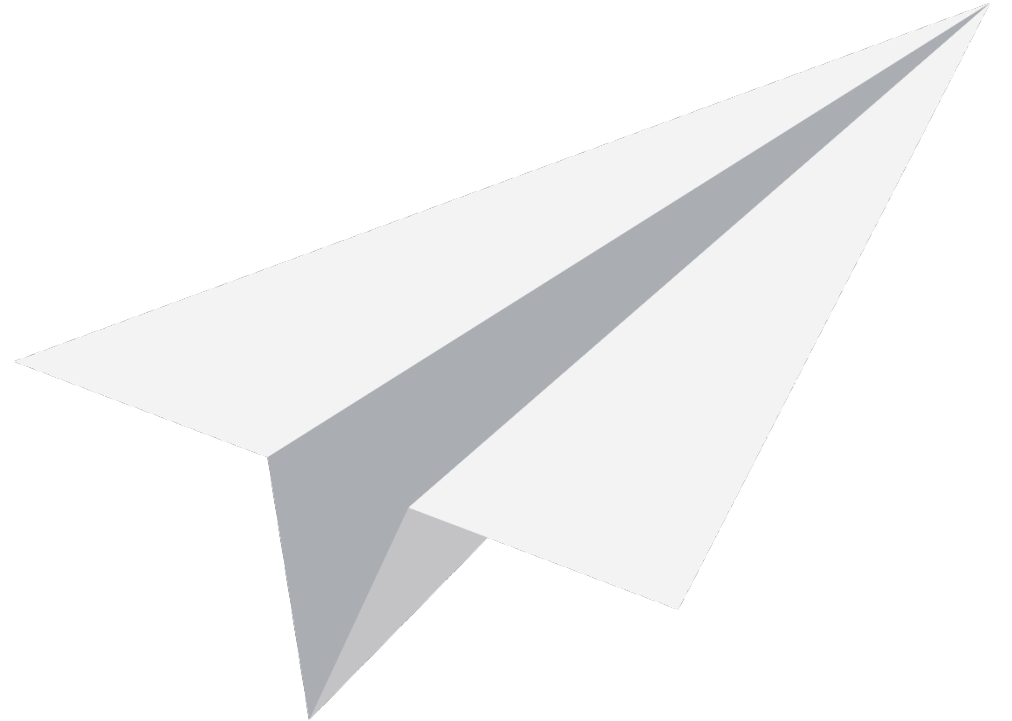
Who will back you up?

How will this affect your future?



Assumptions

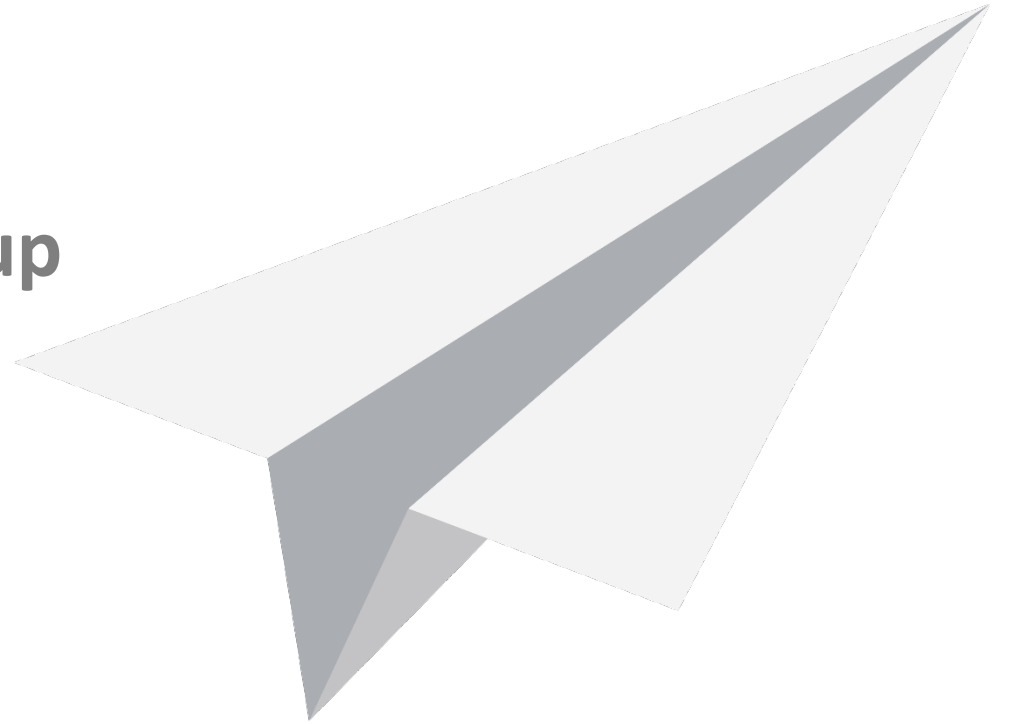
Assumptions are dangerous



Assumptions

Assumptions are dangerous

Communication can clear things up

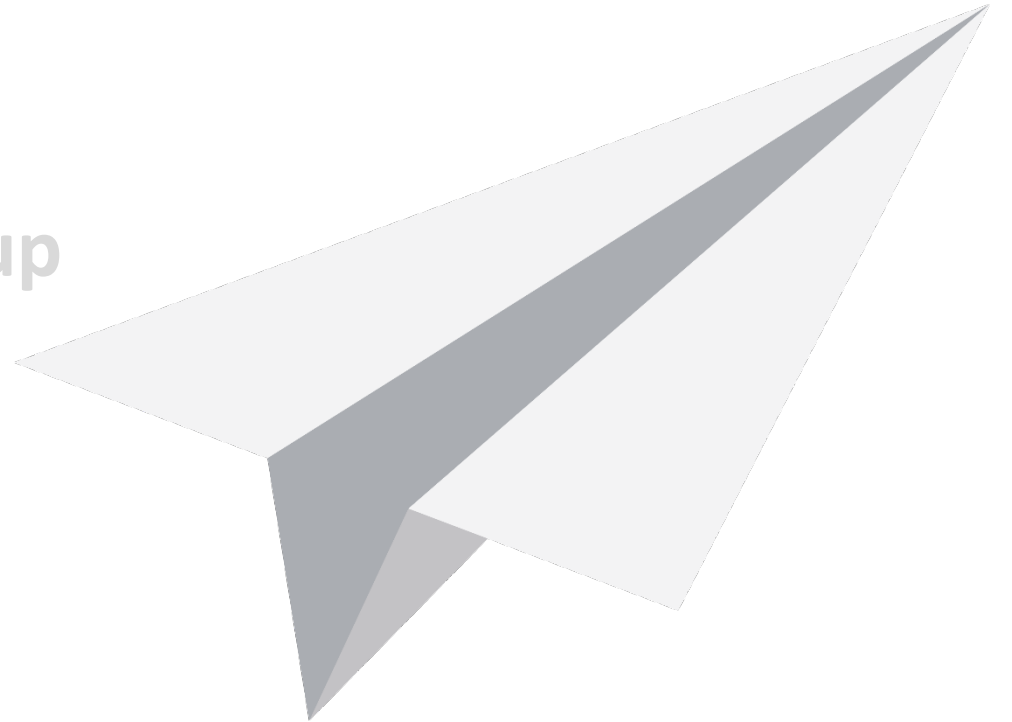


Assumptions

Assumptions are dangerous

Communication can clear things up

**Assumptions are, many times,
wrong**



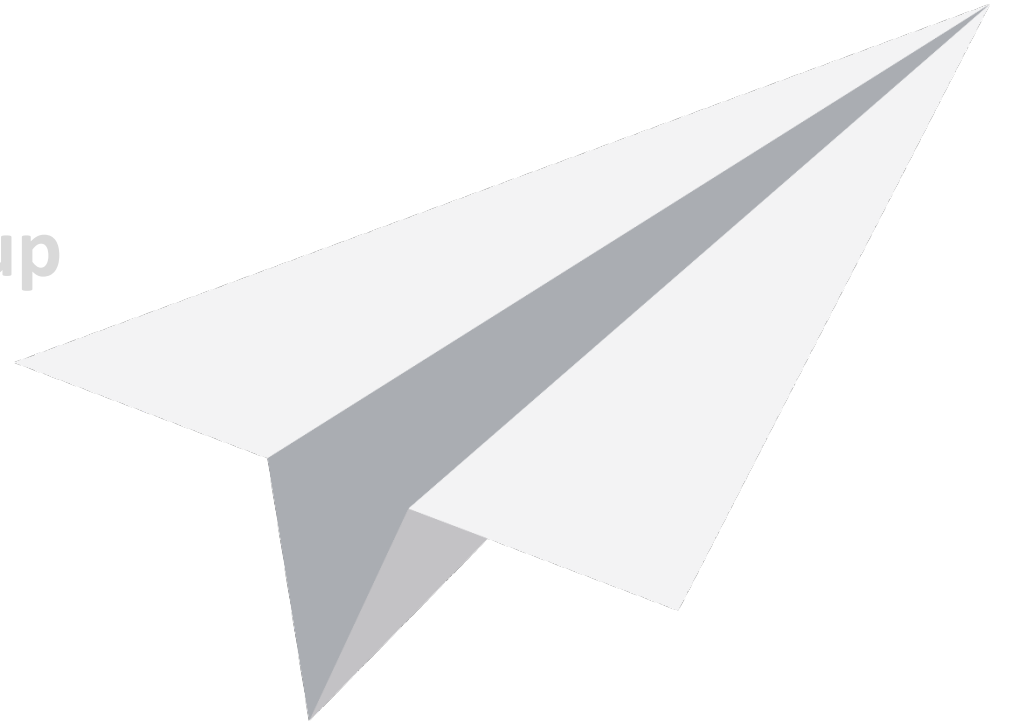
Assumptions

Assumptions are dangerous

Communication can clear things up

Assumptions are, many times,
wrong

Assumptions fuel frustration



Their Actions and Reactions

**You aren't responsible for their
actions**



Their Actions and Reactions

You aren't responsible for their actions

You can respect where they come from



Their Actions and Reactions

You aren't responsible for their actions

You can respect where they come from

There are usually unrelated root issues



Their Actions and Reactions

You aren't responsible for their actions

You can respect where they come from

There are usually unrelated root issues

You shouldn't carry guilt



Your Actions and Reactions

You are responsible for these!



Your Actions and Reactions

You are responsible for these!

Practice self-control and restraint



Your Actions and Reactions

You are responsible for these!

Practice self-control and restraint

**Goal of team is not to preserve
your reputation**



Your Actions and Reactions

You are responsible for these!

Practice self-control and restraint

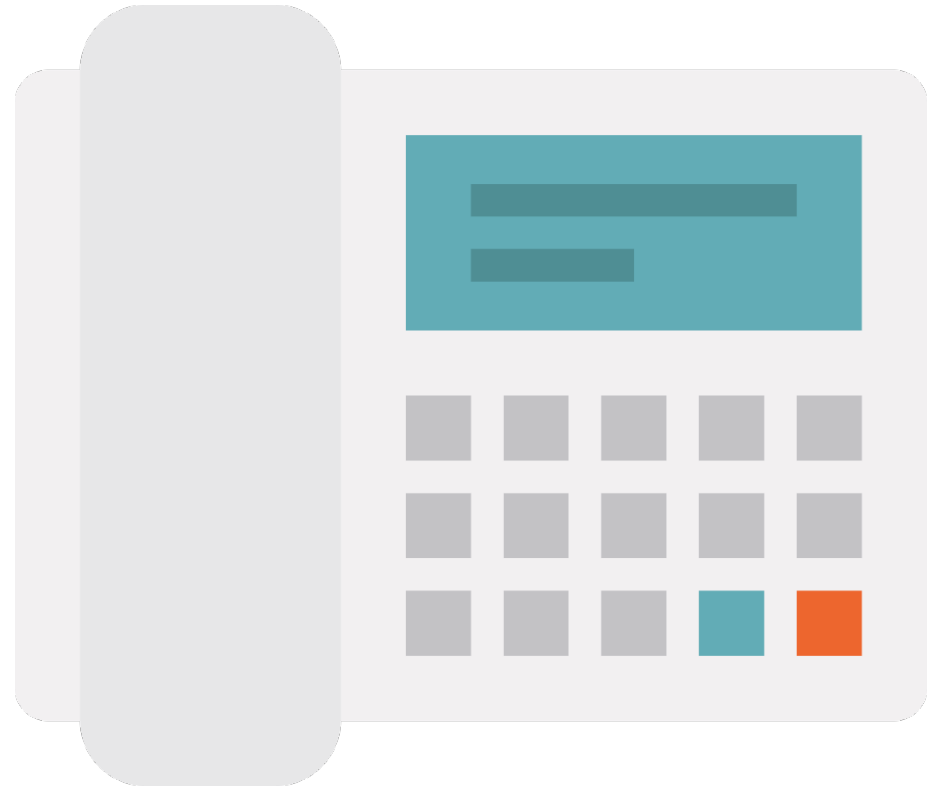
Goal of team is not to preserve
your reputation

Be bigger than the problem



Communication

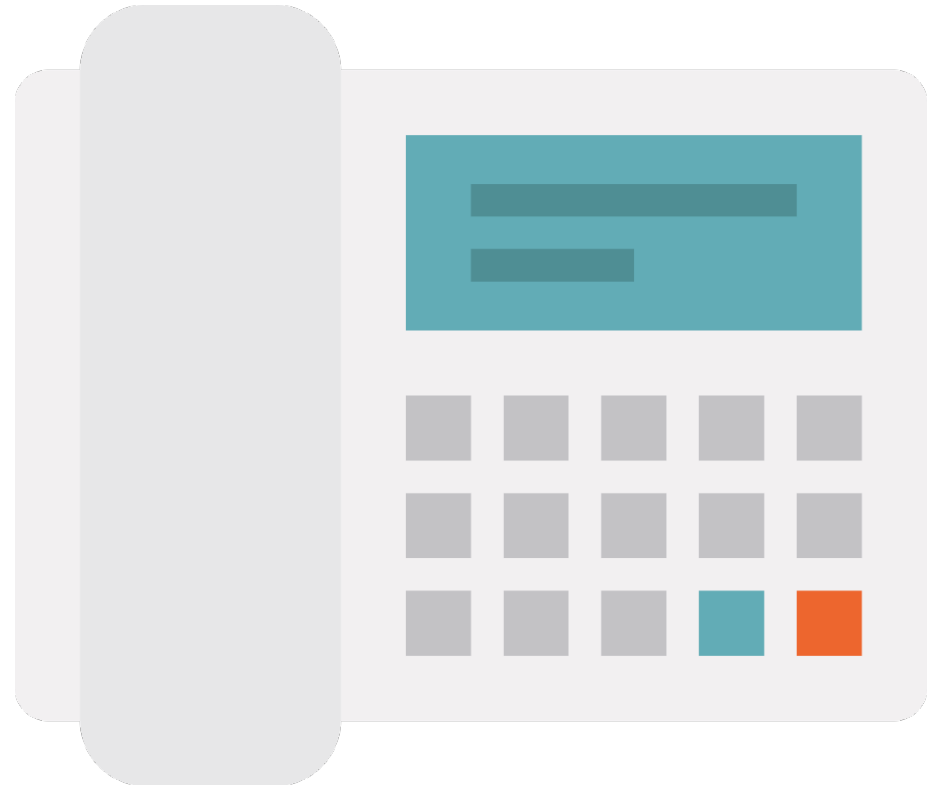
**Address the issue with the
person**



Communication

Address the issue with the
person

Address the issue with the right
authority

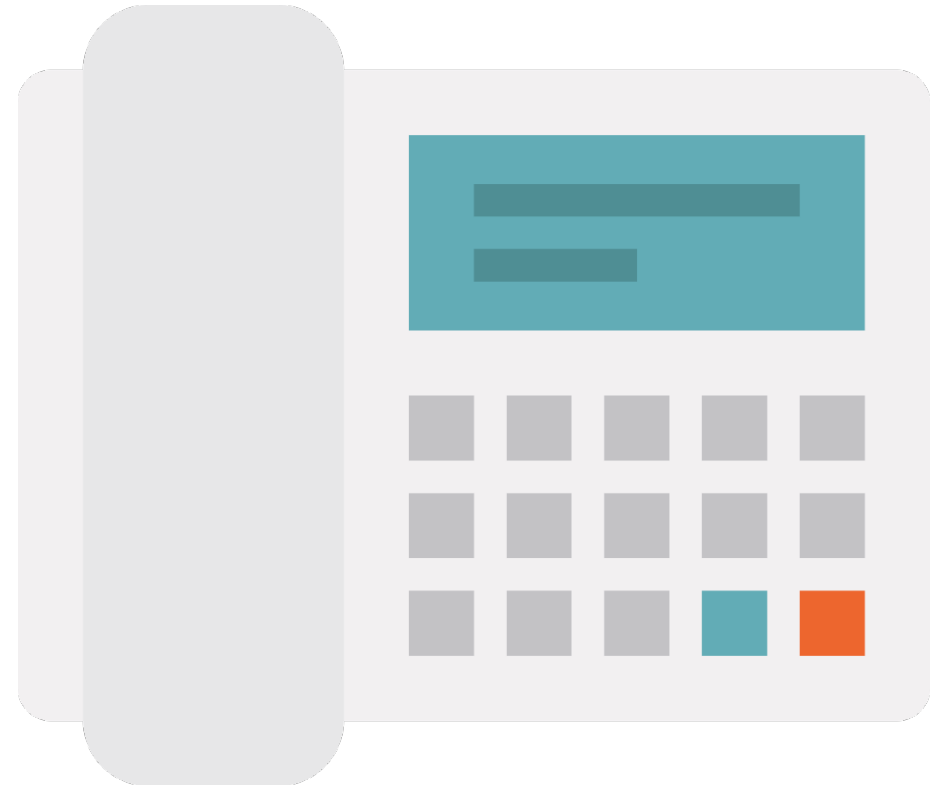


Communication

Address the issue with the person

Address the issue with the right authority

Be ready for retaliation



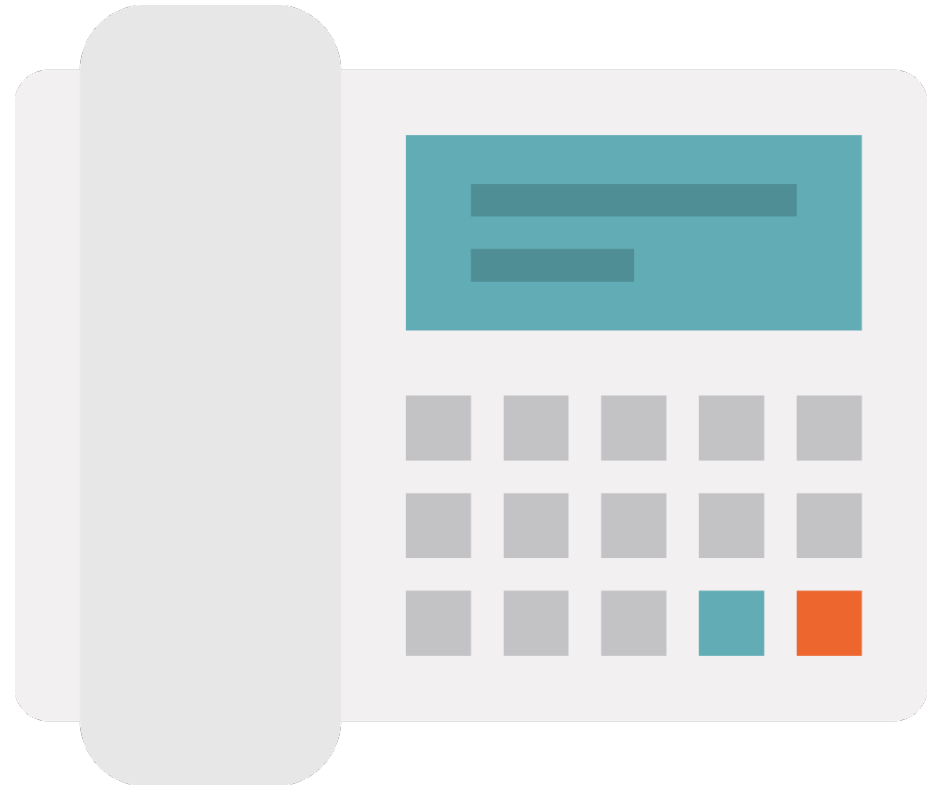
Communication

Address the issue with the person

Address the issue with the right authority

Be ready for retaliation

Be ready to move forward



Four Rules of Engagement



Be
kind

Four Rules of Engagement

 Be kind

 Be respectful

Be

Respectful

Four Rules of Engagement

- ✓ Be kind
- ✓ Be respectful
- ✓ Focus on team needs

Focus on
team
needs

Four Rules of Engagement

- ✓ Be kind
- ✓ Be respectful
- ✓ Focus on team needs
- ✓ Take care of yourself

Take
care of
yourself

Self-awareness

Are you a people pleaser?



Self-awareness



Are you a people pleaser?

Are you abrasive?



Self-awareness



Are you a people pleaser?

Are you abrasive?

Are you quick to forgive?

Self-awareness



Are you a people pleaser?

Are you abrasive?

Are you quick to forgive?

Are you pleasant to work with?

Self-awareness



Are you a people pleaser?

Are you abrasive?

Are you quick to forgive?

Are you pleasant to work with?

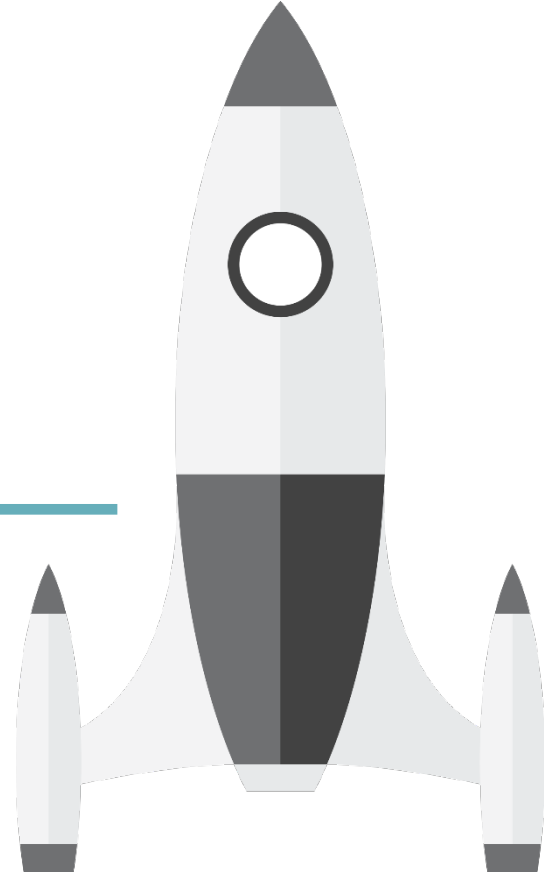
Are you willing to make this work?

Introduction to Specific Types



— **Navigate**

Power —



The Slacker



Document your work

The Slacker



Document your work

Work with others

The Slacker



Document your work

Work with others

Help and encourage them

The Slacker



Document your work

Work with others

Help and encourage them

Help them feel success

The Slacker



Document your work

Work with others

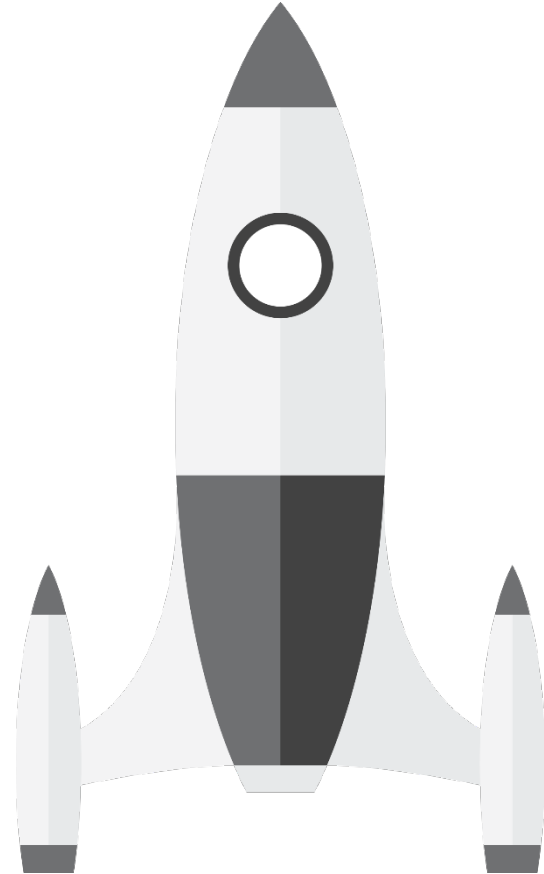
Help and encourage them

Help them feel success

Are they fearful of something?

The Incompetent

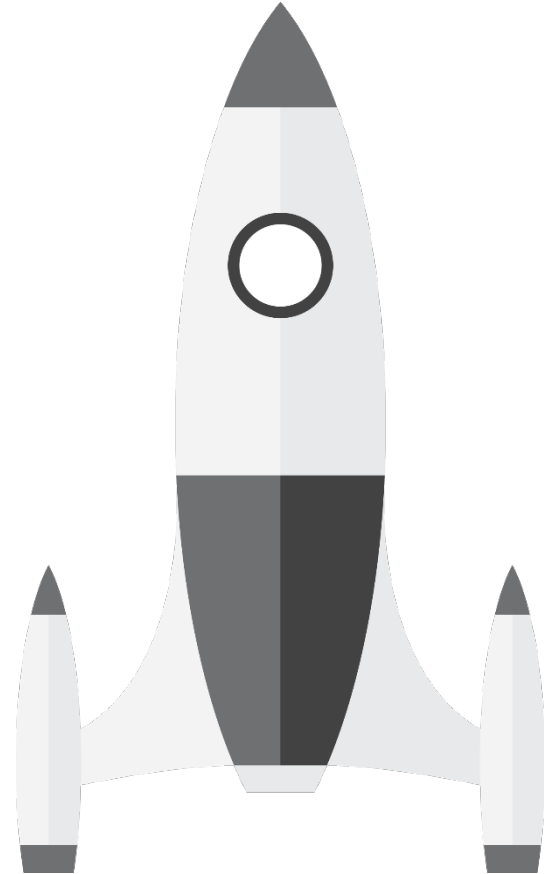
Guide them to tutoring



The Incompetent

Guide them to tutoring

Be patient with their mistakes

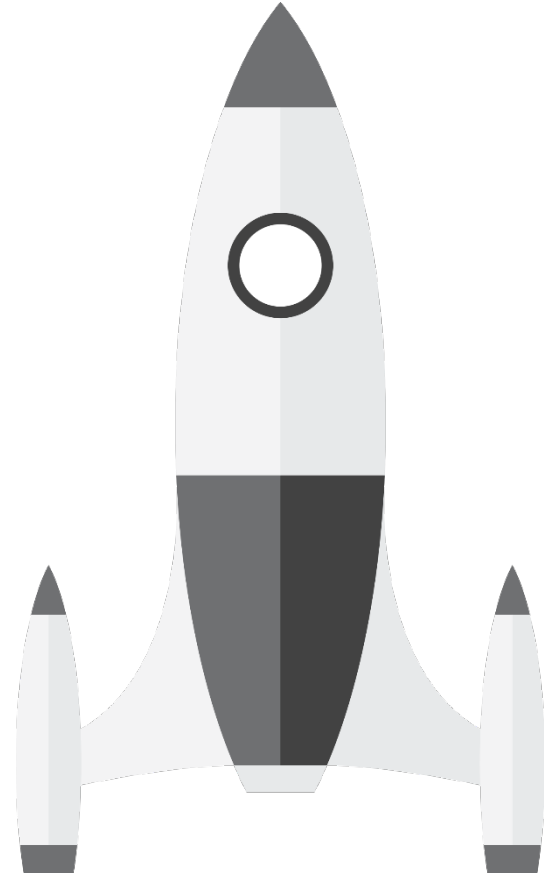


The Incompetent

Guide them to tutoring

Be patient with their mistakes

Encourage them to practice



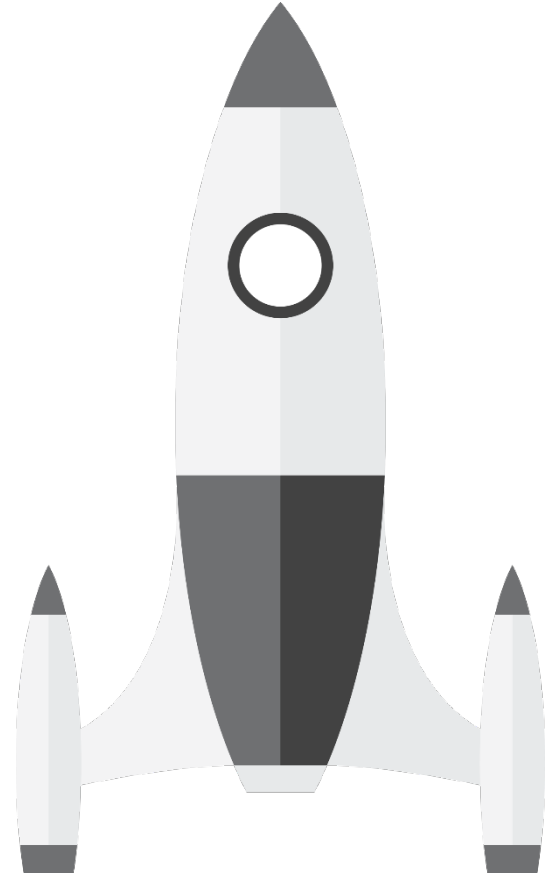
The Incompetent

Guide them to tutoring

Be patient with their mistakes

Encourage them to practice

Help others help them



The Incompetent

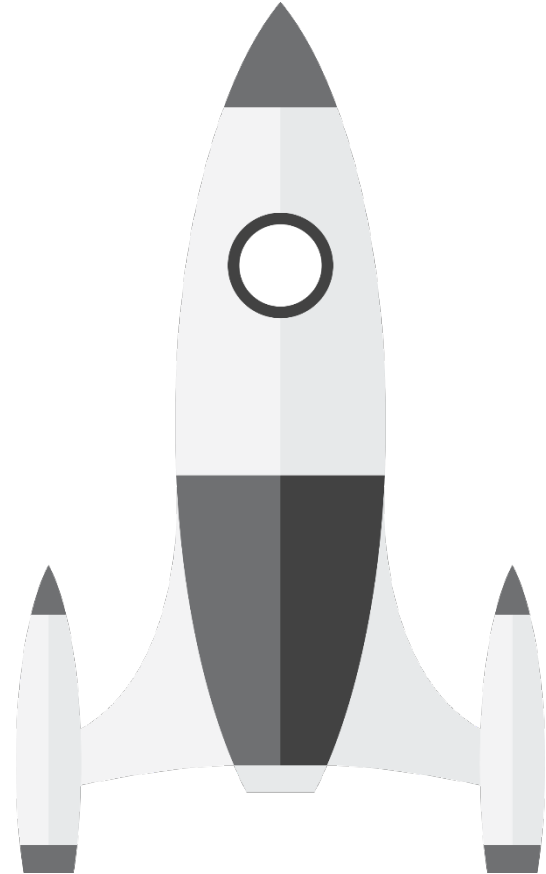
Guide them to tutoring

Be patient with their mistakes

Encourage them to practice

Help others help them

Assign them manageable tasks



The Control Freak



Recognize their need

The Control Freak



Recognize their need

Establish boundaries

The Control Freak



Recognize their need

Establish boundaries

Get out of their way

The Control Freak



Recognize their need

Establish boundaries

Get out of their way

Appreciate their precision

The Control Freak



Recognize their need

Establish boundaries

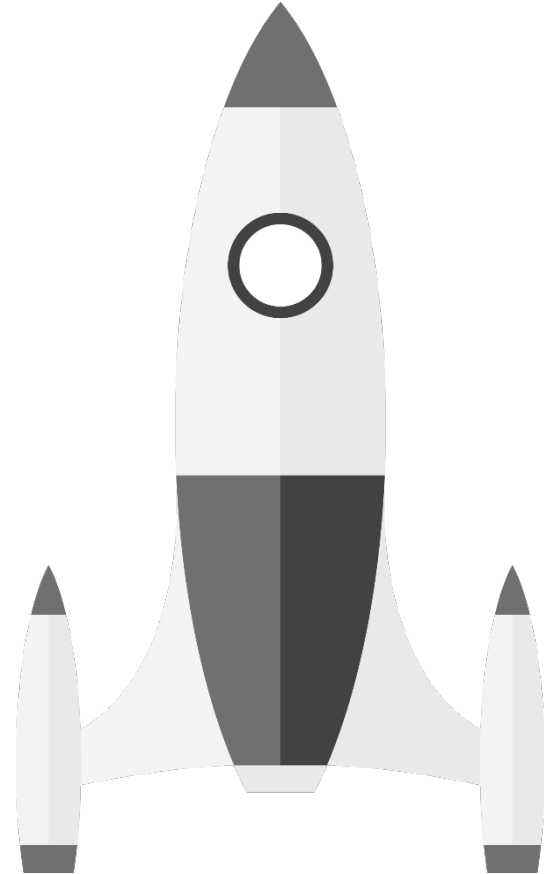
Get out of their way

Appreciate their precision

Respect your own strengths

The Compulsive Liar

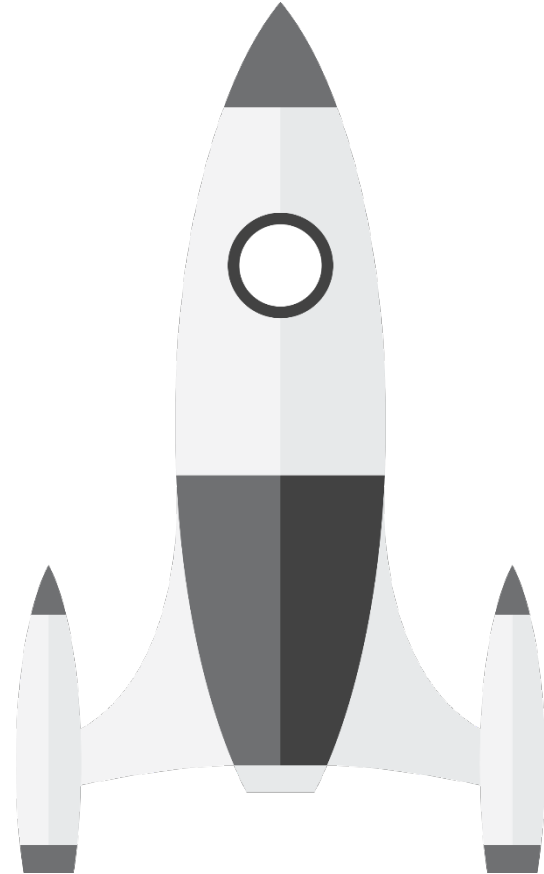
Double check important things



The Compulsive Liar

Double check important things

Clarify but don't challenge

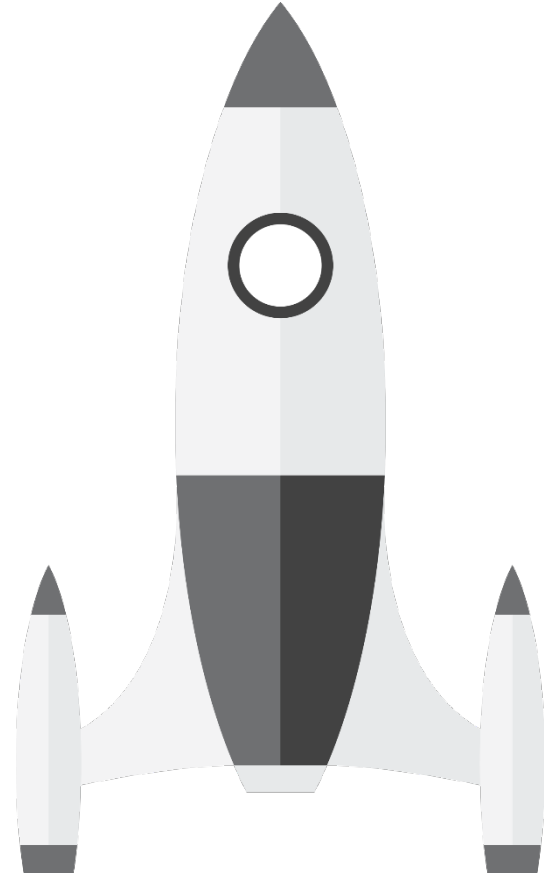


The Compulsive Liar

Double check important things

Clarify but don't challenge

Find trustworthy sources



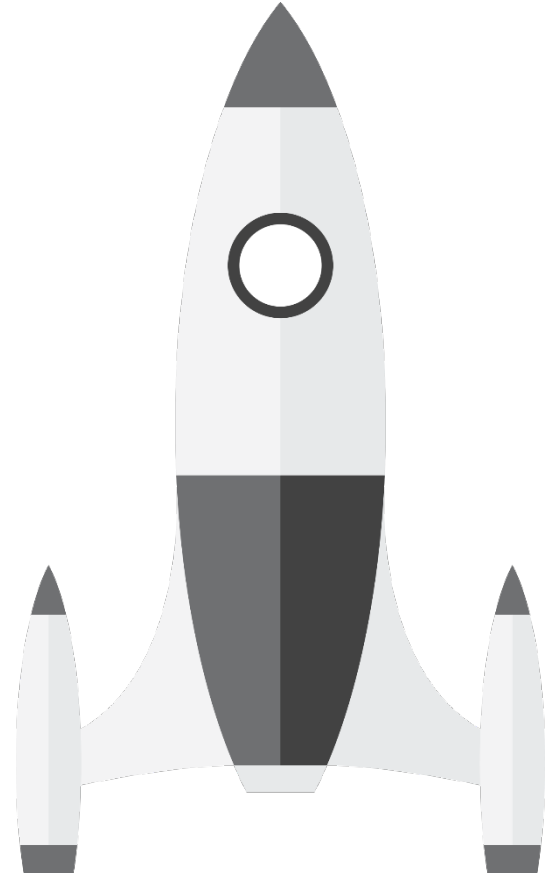
The Compulsive Liar

Double check important things

Clarify but don't challenge

Find trustworthy sources

Maintain your sanity and integrity



The Compulsive Liar

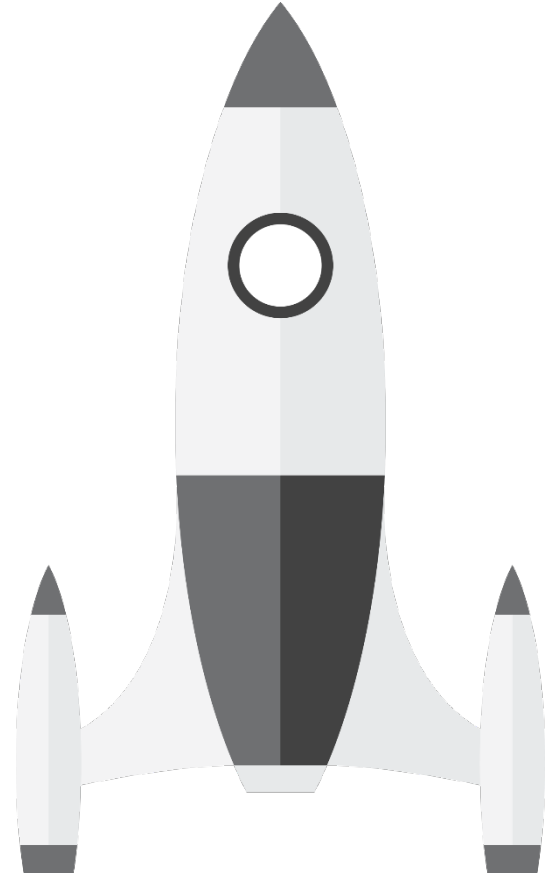
Double check important things

Clarify but don't challenge

Find trustworthy sources

Maintain your sanity and integrity

Speak up when your name is on it



The People Pleaser



Help them learn to say NO

The People Pleaser



Help them learn to say NO

Help them establish boundaries

The People Pleaser



Help them learn to say NO

Help them establish boundaries

Remind them of team boundaries

The People Pleaser



Help them learn to say NO

Help them establish boundaries

Remind them of team boundaries

Don't abuse their willingness

The People Pleaser



Help them learn to say NO

Help them establish boundaries

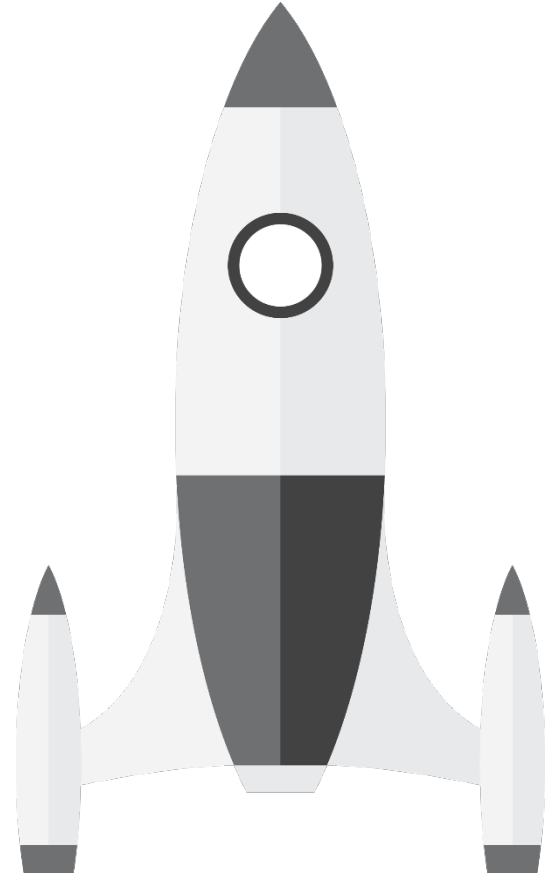
Remind them of team boundaries

Don't abuse their willingness

**Recognize need for non-
confrontation**

The Competitor

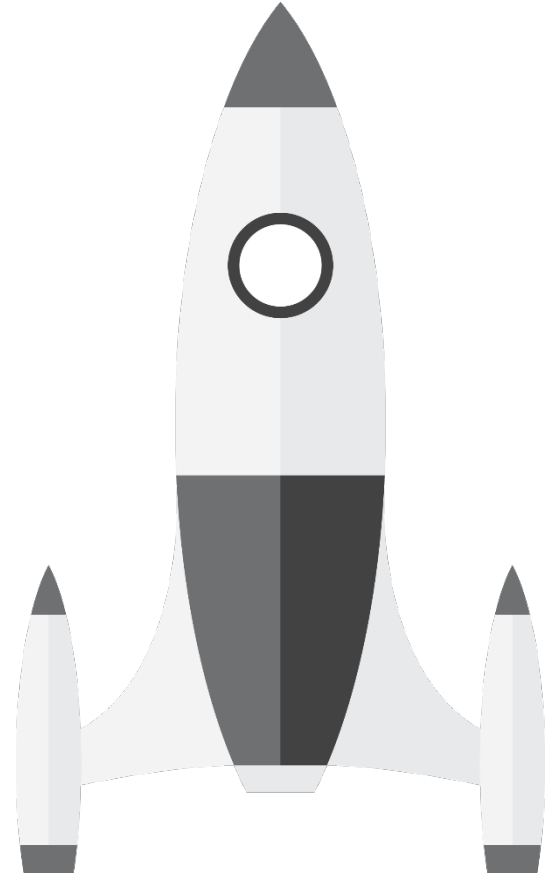
Watch out for winners/losers



The Competitor

Watch out for winners/losers

Channel energy to a team win

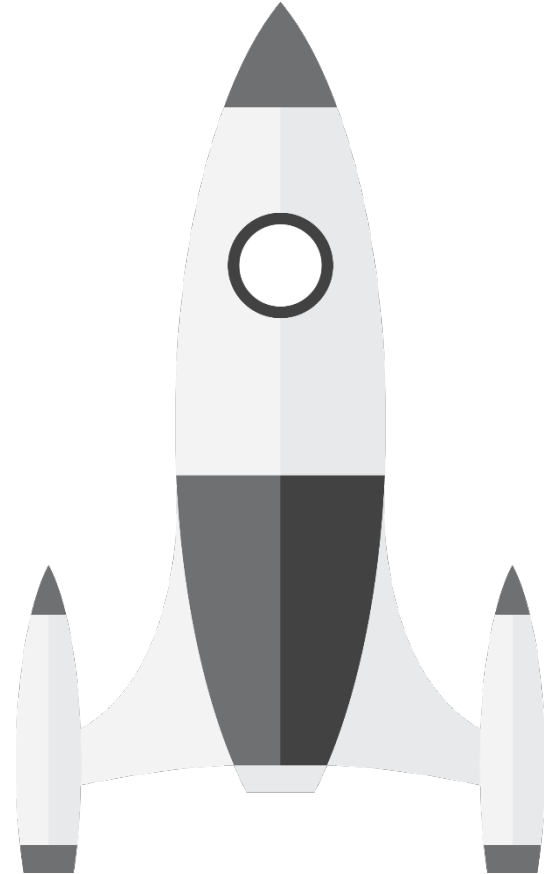


The Competitor

Watch out for winners/losers

Channel energy to a team win

Help them feel successful



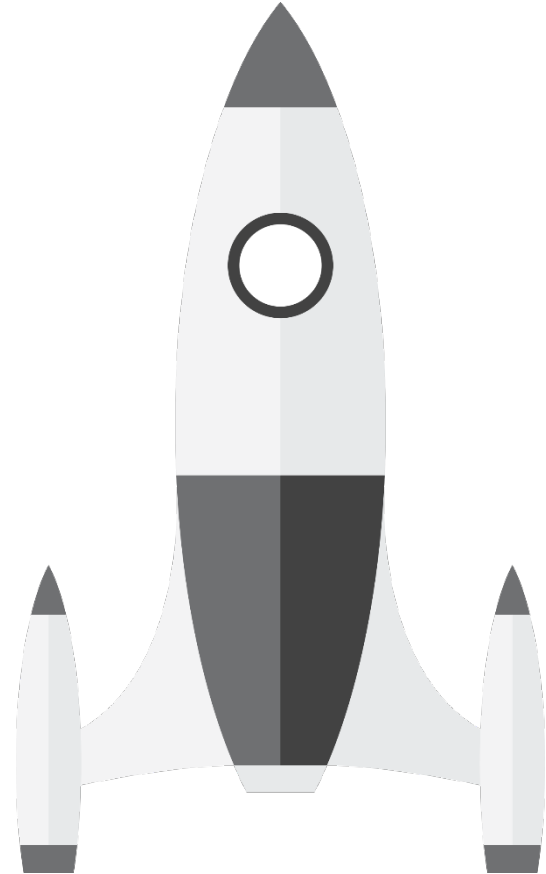
The Competitor

Watch out for winners/losers

Channel energy to a team win

Help them feel successful

Encourage them to help others



The Competitor

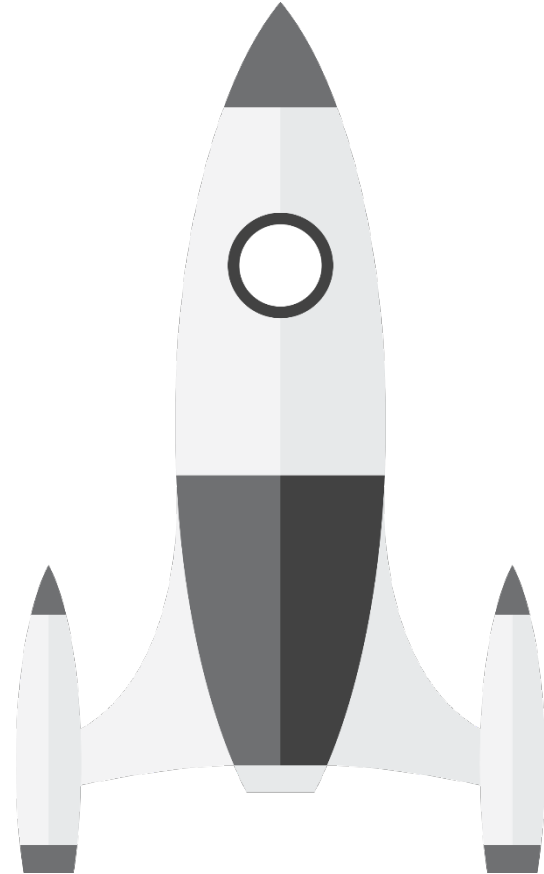
Watch out for winners/losers

Channel energy to a team win

Help them feel successful

Encourage them to help others

Define what losing means



The Know-it-all



Ignore their quirky tendency

The Know-it-all



Ignore their quirky tendency

Choose your battles

The Know-it-all



Ignore their quirky tendency

Choose your battles

Maintain your humor

The Know-it-all



Ignore their quirky tendency

Choose your battles

Maintain your humor

Provide language to help them

The Know-it-all



Ignore their quirky tendency

Choose your battles

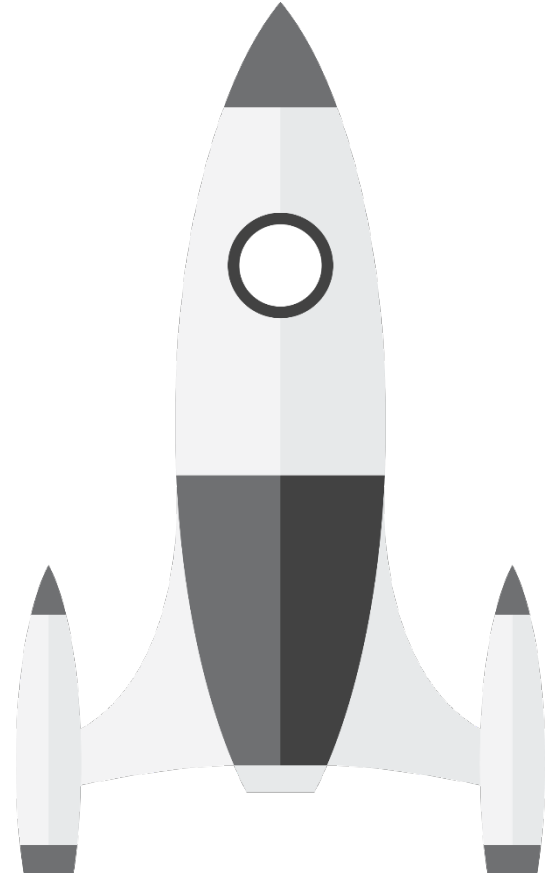
Maintain your humor

Provide language to help them

Typically don't escalate to a boss

The Passive-aggressive

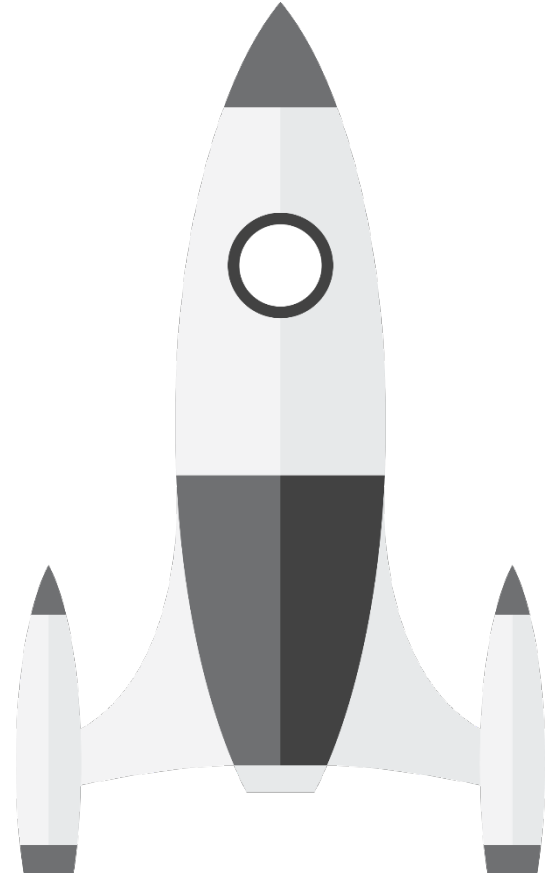
Kind one minute, weird the next



The Passive-aggressive

Kind one minute, weird the next

Backhanded complements

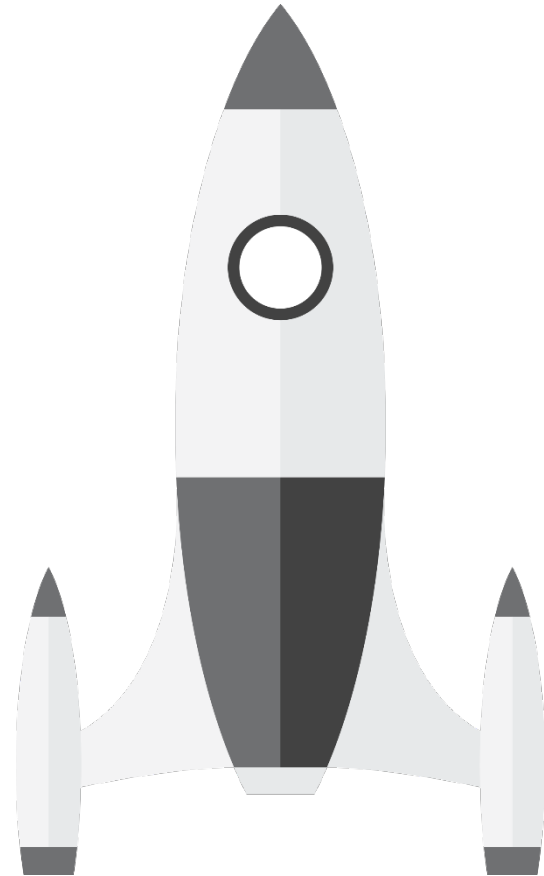


The Passive-aggressive

Kind one minute, weird the next

Backhanded complements

Ignoring (silent treatment)



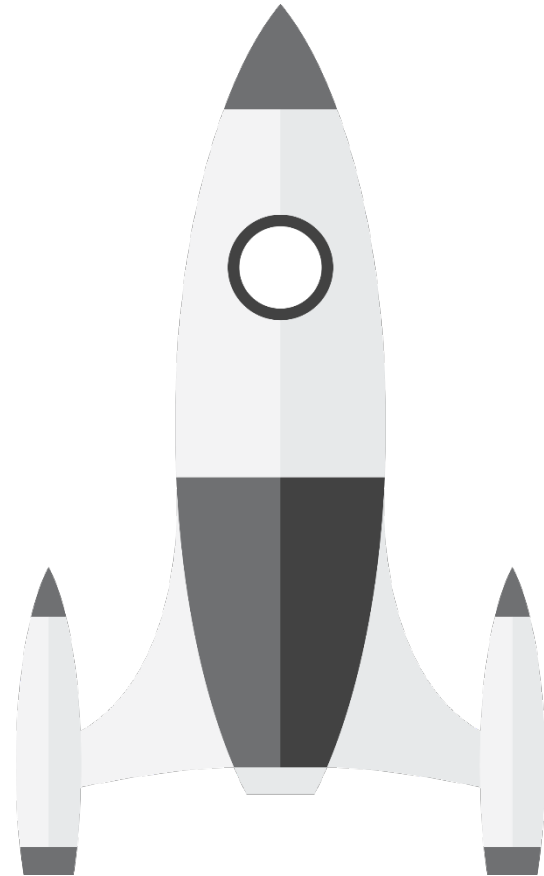
The Passive-aggressive

Kind one minute, weird the next

Backhanded complements

Ignoring (silent treatment)

Address with specifics



The Passive-aggressive

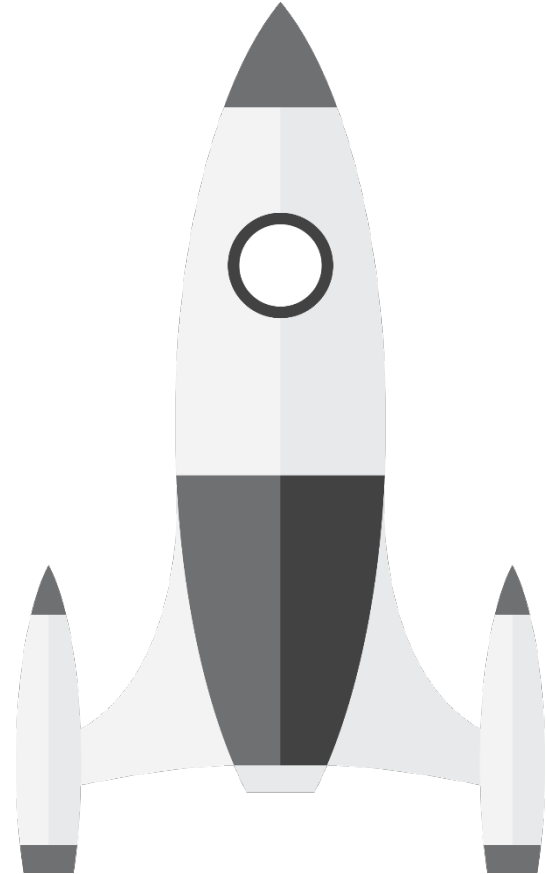
Kind one minute, weird the next

Backhanded complements

Ignoring (silent treatment)

Address with specifics

Address root issues



The Boss



What negative implications?

The Boss



What negative implications?

How much power is there?

The Boss



What negative implications?

How much power is there?

Do others feel the same way?

The Boss



What negative implications?

How much power is there?

Do others feel the same way?

Has anyone talked to the boss?

The Boss



What negative implications?

How much power is there?

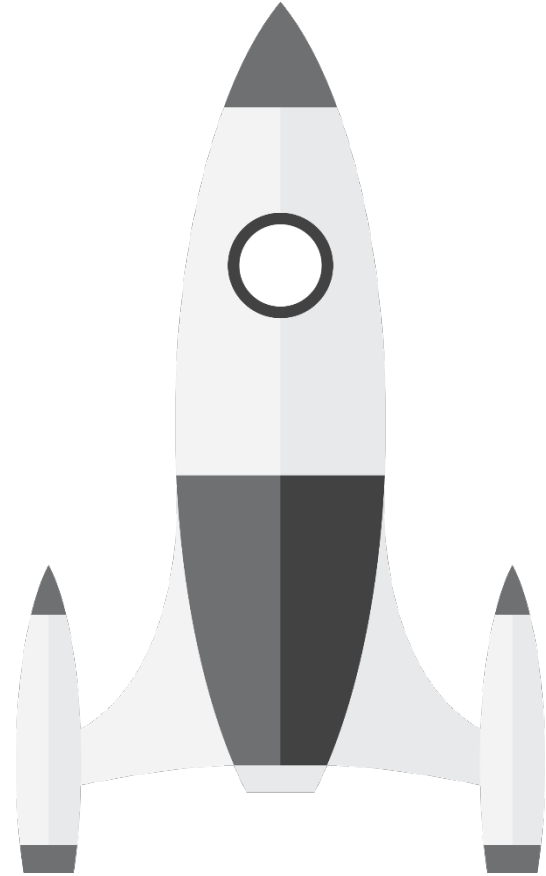
Do others feel the same way?

Has anyone talked to the boss?

You might need to escalate

The Narcissist

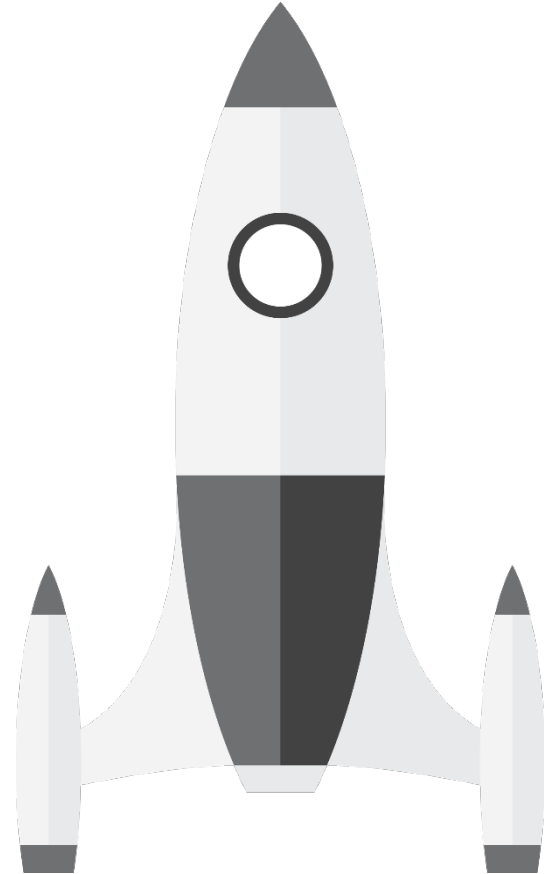
Out for themselves



The Narcissist

Out for themselves

Can be very charming

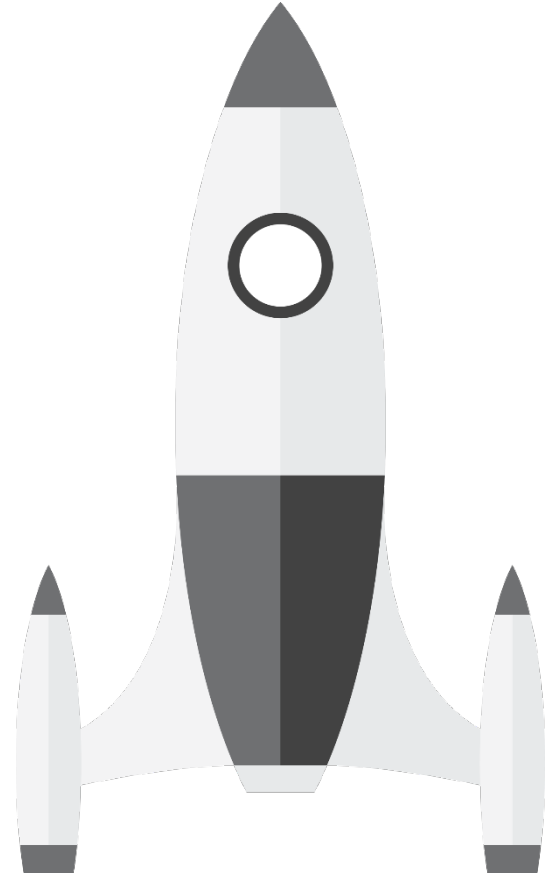


The Narcissist

Out for themselves

Can be very charming

Unaware of the harm they do



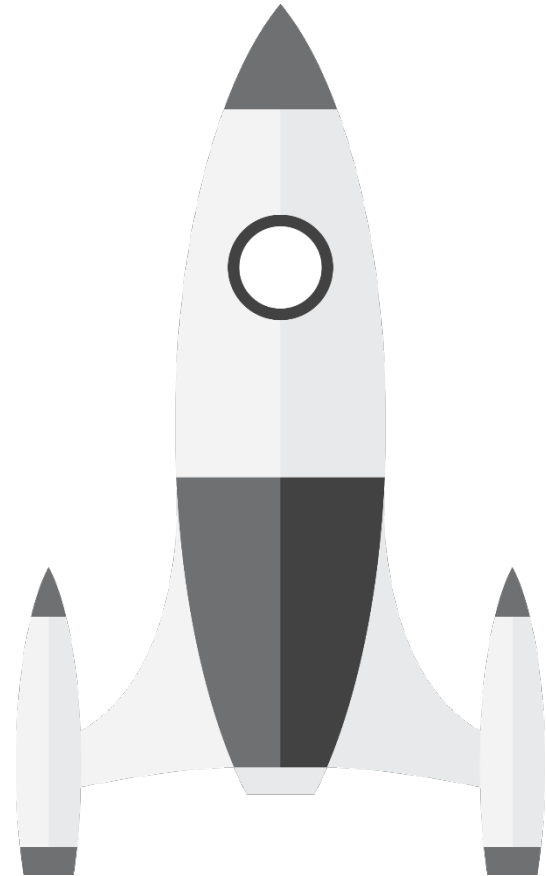
The Narcissist

Out for themselves

Can be very charming

Unaware of the harm they do

Super toxic



The Narcissist

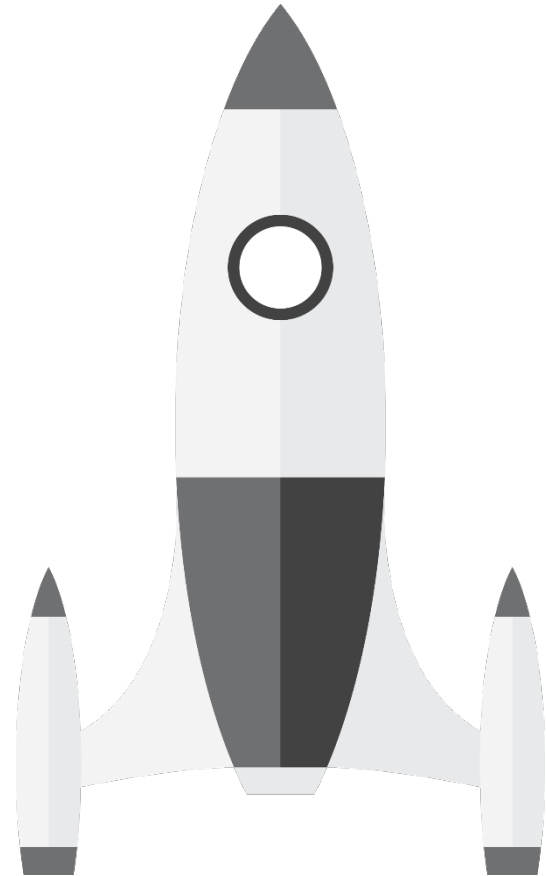
Out for themselves

Can be very charming

Unaware of the harm they do

Super toxic

Maintain your own sanity

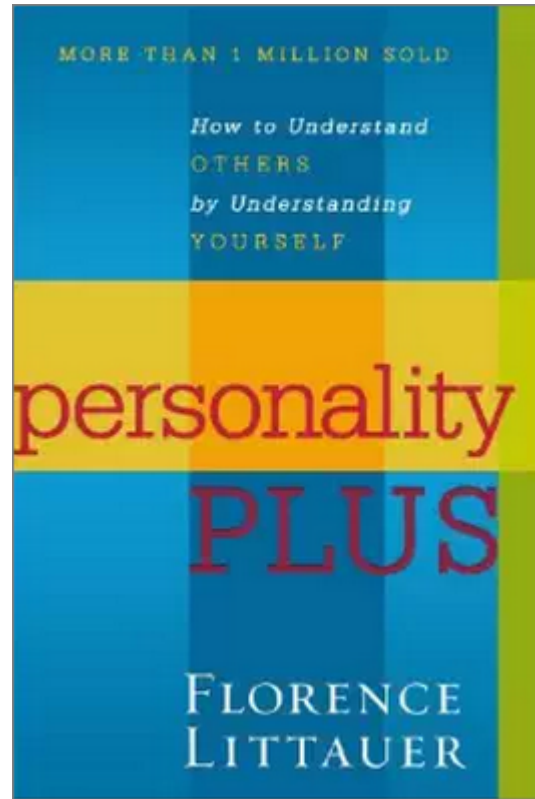


Understanding Personalities

Labels & Categories

+ and -

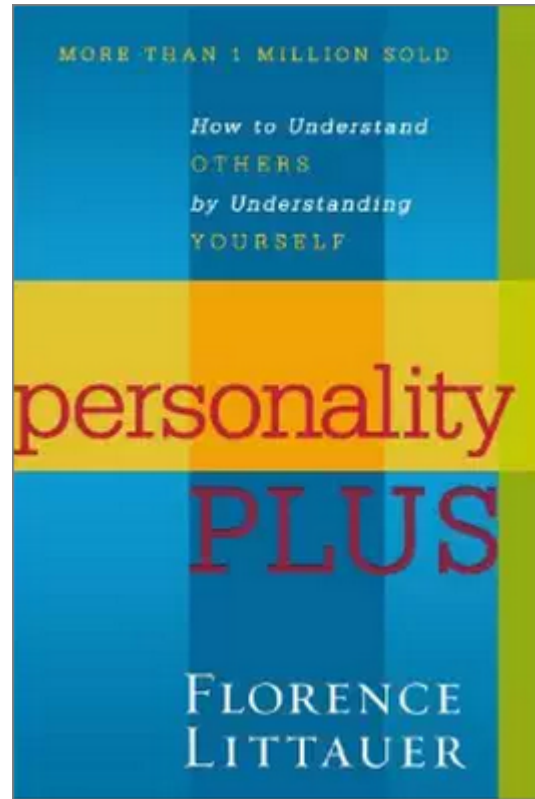
Understanding Personalities



Personality Plus

4 personality types

Understanding Personalities

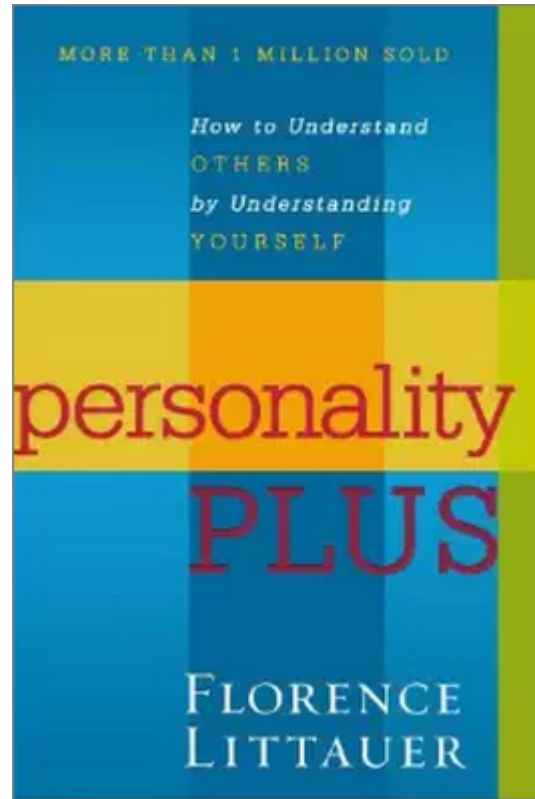


Personality Plus

4 personality types

Understand yourself

Understanding Personalities



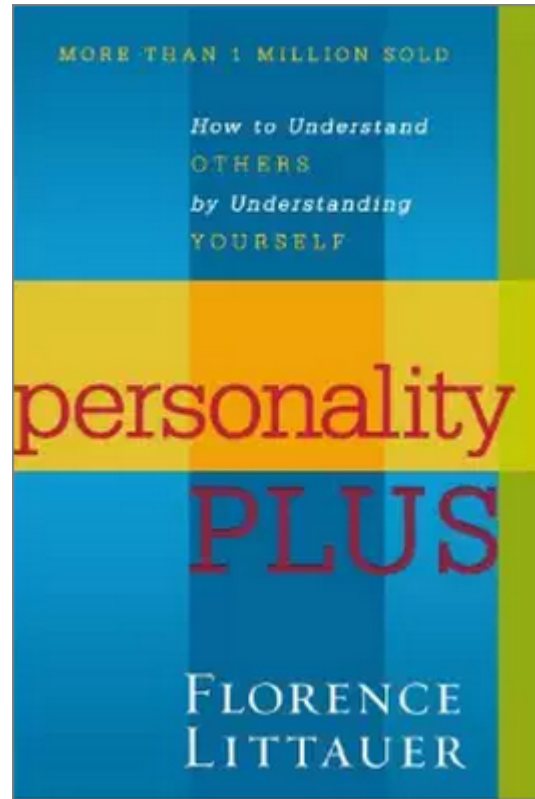
Personality Plus

4 personality types

Understand yourself

Understand others

Understanding Personalities



Personality Plus

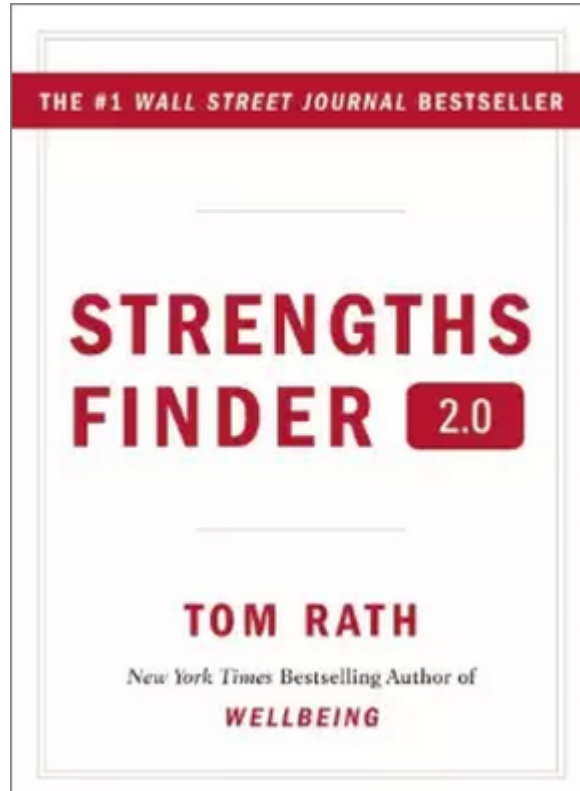
4 personality types

Understand yourself

Understand others

Not necessarily in a “box”

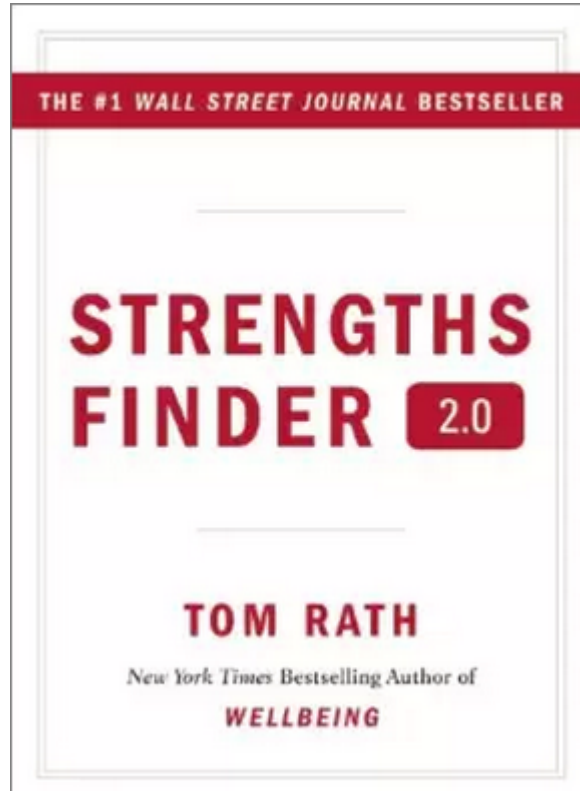
Understanding Personalities



Strengths Finder

Focuses on... strengths

Understanding Personalities

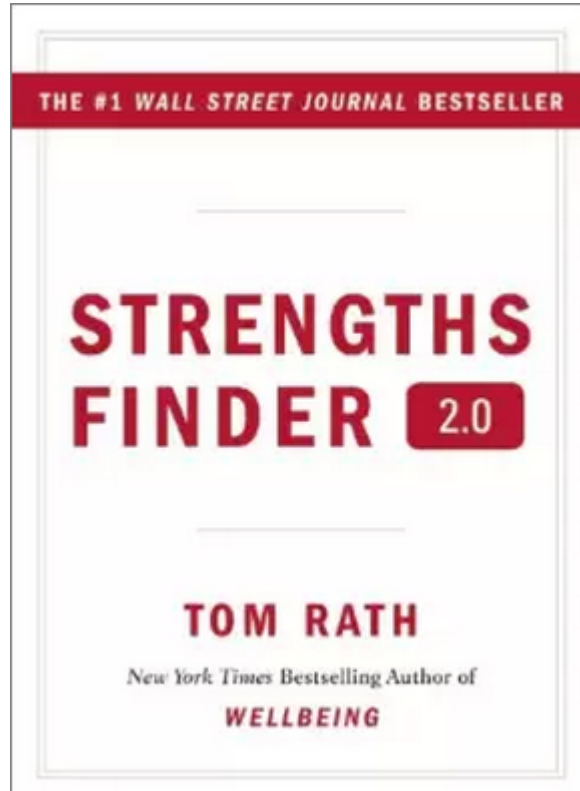


Strengths Finder

Focuses on... strengths

Positive spin on who you are

Understanding Personalities



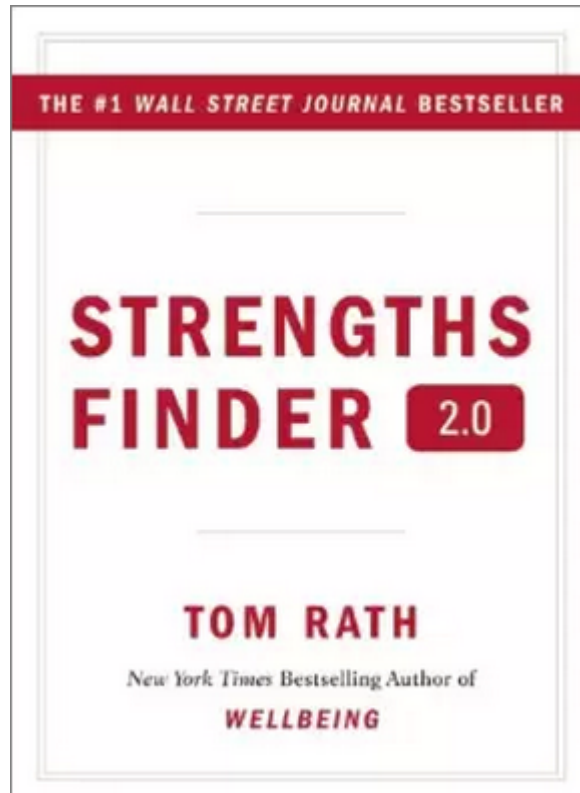
Strengths Finder

Focuses on... strengths

Positive spin on who you are

Great for teams

Understanding Personalities



Strengths Finder

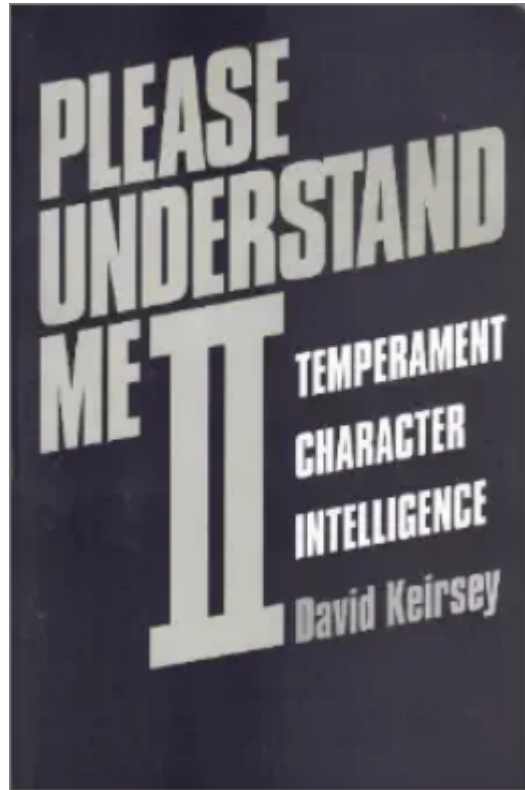
Focuses on... strengths

Positive spin on who you are

Great for teams

Like Learner, Strategic, Achiever

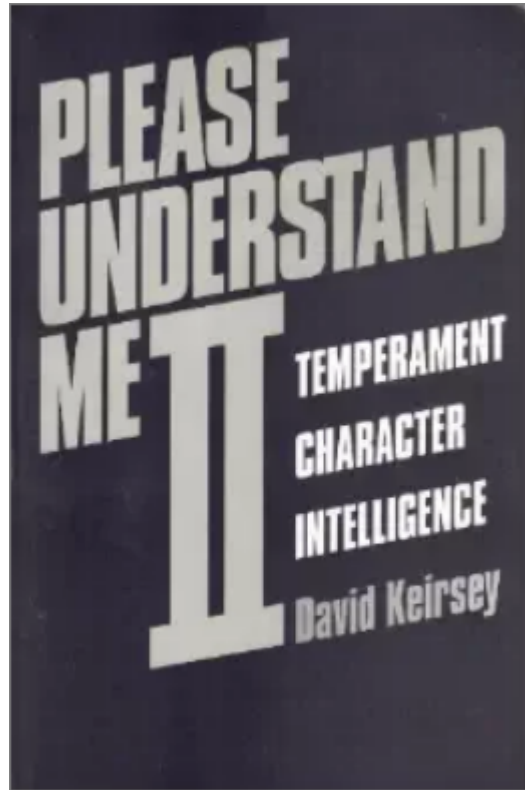
Understanding Personalities



Meyers Briggs

Popular and common

Understanding Personalities

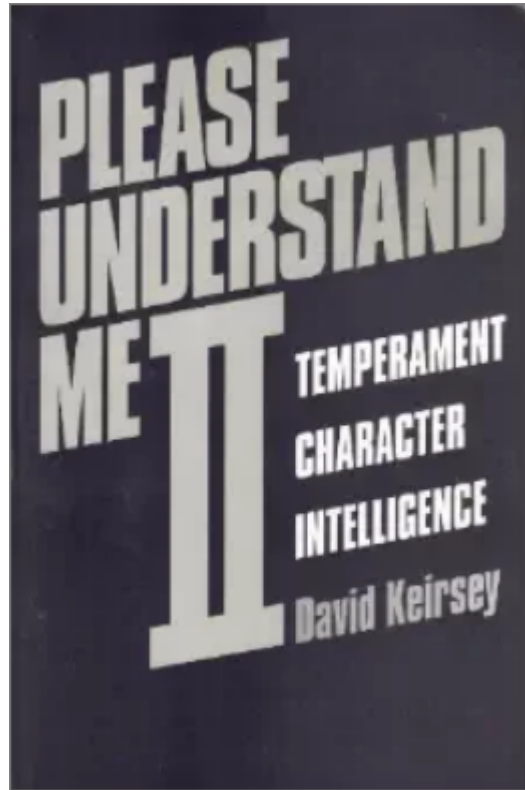


Meyers Briggs

Popular and common

16 Types

Understanding Personalities



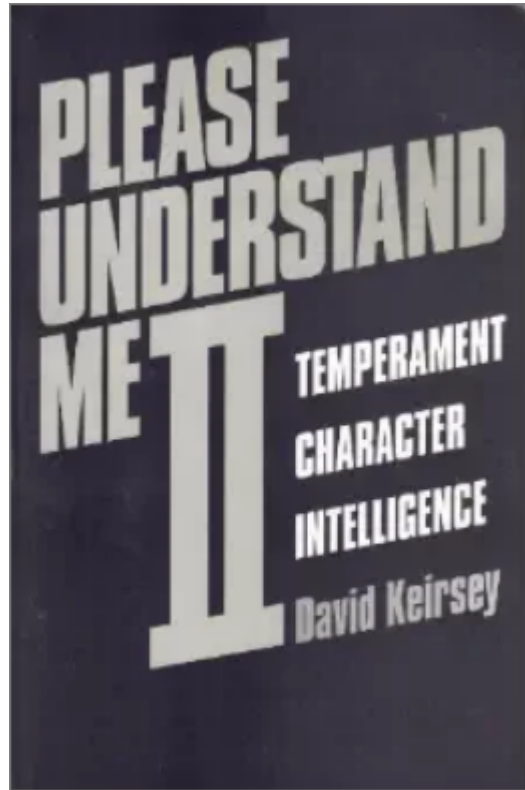
Meyers Briggs

Popular and common

16 Types

Who works well with one another

Understanding Personalities



Meyers Briggs

Popular and common

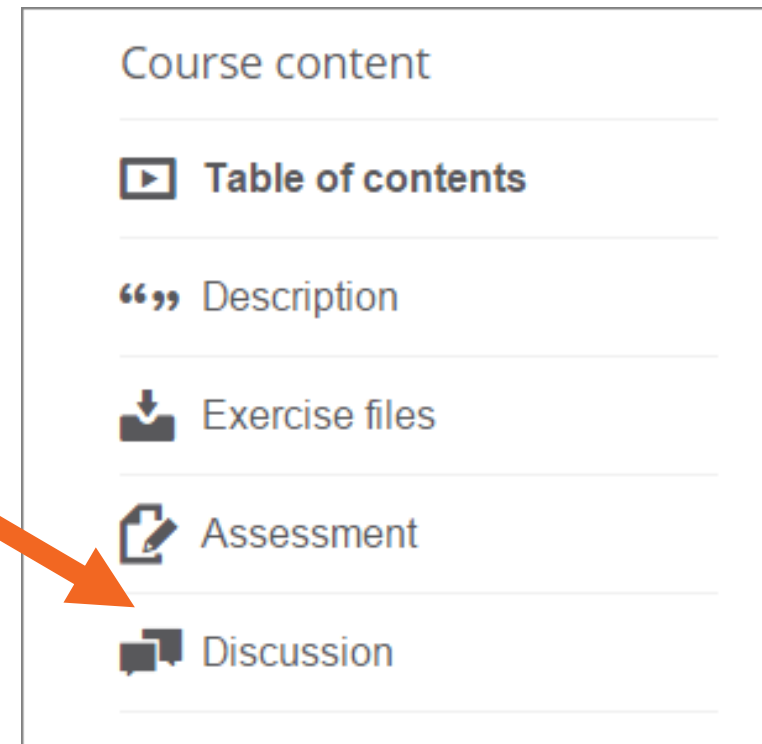
16 Types

Who works well with one another

Why people excel in certain places

What Did I Miss?

Tactics for working
with difficult
people?
Share in the
“Discussion”
section...



Wrap-up

Working with Difficult People

- Authority and power
- Assumptions
- Actions and reactions
- Communication
- Four Rules of Engagement
- Specific types of people

What's Next?

Get to work on being an
excellent team player
(and move on for any
missteps you've made in the
past!)