

How I handle difficult situations: A general guide

This is a general guide for how I handle difficult situations for the recruiters out there interested in hiring me. This is one of the most frequently asked questions in an interview, so I wanted to give the opportunity to give some detail as to how I generally handle difficult situations.

First, I try to understand their point of view. Coming off immediately as combative shuts down the conversation. Often, people are just extremely stressed and lash out. Sometimes just listening and not judging immensely helps diffusing a difficult situation and makes everyone feel understood.

However, if they begin using offensive words, I will briefly explain why that was not something to say and ask respectfully for them to stop. If they continue to use offensive words, I will disengage from the conversation. From experience, most that continue to cross that boundary will not listen and so I give space until they are ready to engage.

I avoid going to formal reporting systems unless all other options have been exhausted or if it requires urgency. An example of urgency would be if a person begins punching a coworker. I prefer to resolve things via open dialogue and listening.

Please realize that much of my experience of dealing with difficult situations is outside of the workplace. I am nonbinary and so often deal with others not wanting to be inclusive of nonbinary people. I know how to handle other people that will never respect me for who I am. I know how to manage the long-term stress of an exclusive environment. This also gives me valuable knowledge of navigating places where I may frequently encounter disrespect. I know how to keep my cool and find ways of interacting with other people despite the disrespect.

This is my general answer. If you need a more specific answer, feel free to message me on my email or on Mastodon. I want to make it as easy as possible for people to understand me as to avoid conflict and create a better place for the workforce.