

# DEALING WITH PEOPLE YOU CAN'T STAND



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# REMEMBER THE MANIFESTO...



We have come to value:

**Individuals and Interactions over Processes and Tools**

I JUST CAN'T STAND...

# THE TEN MOST UNWANTED



- Confrontational
- Aggressive
- Pushy
- Verbal attacks
- Accusations



- Identifies your weaknesses and uses them against you
- Sabotage behind your back
- Well-aimed putdowns in front of others



- Knowledgeable and extremely competent
- Highly assertive and outspoken in their viewpoints
- Never in doubt

# THE GRENADE



- Explodes
- Unfocused and uncontrolled
- Anything can set it off
- Very emotional

# THE THINK-THEY-KNOW-IT-ALL

Xebia



- Very present
- Center of attention
- Exaggerates
- Claims all successes

# THE MAYBE PERSON



- Can't take decisions
- Hopes for a better solution
- Procrastinates until it's too late

# THE YES PERSON



- Wants to please people
- Avoids confrontation
- Overcommits
- Extremely disorganized

# THE NOTHING PERSON



- No verbal feedback
- No non-verbal feedback
- Nothing...

# THE WHINER

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- Feels helpless and overwhelmed
- The world is unfair
- Brings his problems to you

# THE NO PERSON



- Finds negatives in everyone and everything
- Makes bitter remarks
- Discouraging
- Has a negative effect on others

**THE PERSON YOU  
CAN'T STAND IS A...**

# THE TEN MOST UNWANTED



**Tank**



**Sniper**



**Know-It-All**



**Grenade**



**Think-They-Know-It-All**



**Maybe Person**



**Yes Person**



**Nothing Person**



**Whiner**

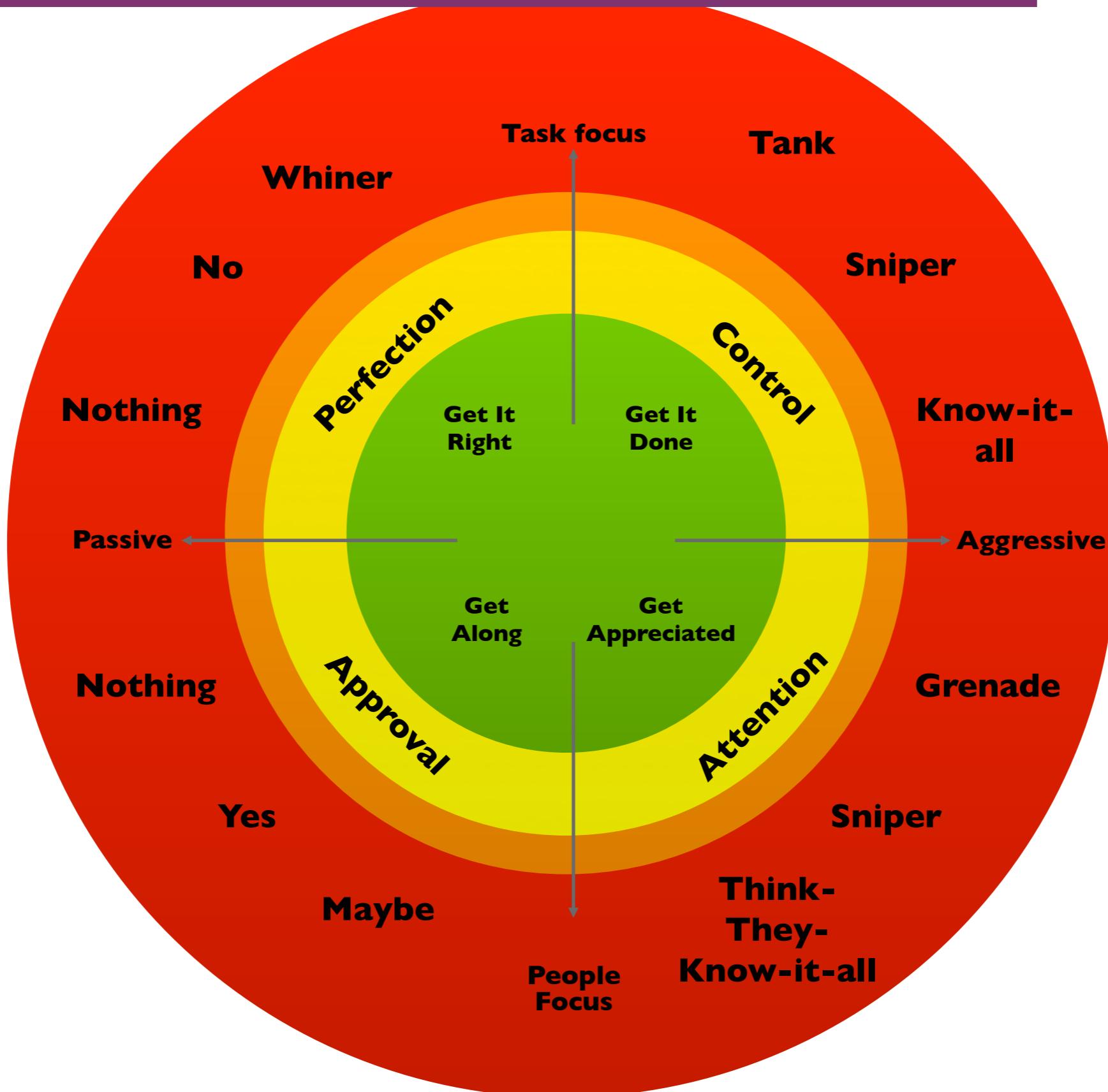


**No Person**

# LET'S TRY TO UNDERSTAND

# LENS OF UNDERSTANDING

Xebia



# SKILLFUL COMMUNICATION

- Blend and redirect
- Listen to understand
- Reach a deeper understanding
- Speak to be understood
- Get what you project and expect



# TOP 10 SPECIFIC STRATEGIES



## Your Goal: Command respect

### DON'T

- Fight back
- Sabotage
- Defend, explain or justify yourself
- Shut down and become a Nothing person

### ACTION PLAN

- ① Hold your ground.
- ② Interrupt the attack.
- ③ Quickly backtrack the main point.
- ④ Aim for the bottom line and fire!
- ⑤ Peace with honor.



## Your Goal: Bring the Sniper out of hiding.

### DON'T

- Lash out blindly
- Run away
- Tease back
- React to it

### ACTION PLAN

- ① Stop, look, backtrack.
- ② Use searchlight questions.
- ③ Use tank strategy if needed.
- ④ Go on a grievance patrol.
- ⑤ Suggest a civil future.



## Your Goal: Open his mind to new ideas

### DON'T

- Resent him for his arrogance
- Become a Know-it-all yourself
- Blow up into an argument

### ACTION PLAN

- ① Be prepared and know your stuff.
- ② Backtrack respectfully.
- ③ Blend with their doubts and desires.
- ④ Present your views indirectly.
- ⑤ Turn the Know-It-All into a mentor



## Your Goal: Take control of the situation

### DON'T

- Blow up yourself
- Withdraw and hate the Grenade

### ACTION PLAN

- ① Get their attention.
- ② Aim for the heart.
- ③ Reduce intensity.
- ④ Time off for good behavior.
- ⑤ Grenade prevention



## Your Goal: Give his bad ideas the hook

### DON'T

- Challenge or confront them
- Exaggerate too

### ACTION PLAN

- ① Give the person a little attention.
- ② Clarify for specifics.
- ③ Tell it like it is.
- ④ Give the person a break.
- ⑤ Break the cycle



## Your Goal: Get commitments you can count on

### DON'T

- Feel sabotaged
- Blame him
- Confront him

### ACTION PLAN

- ① Make it safe to be honest.
- ② Talk honestly.
- ③ Help the person learn to plan.
- ④ Ensure commitment.
- ⑤ Strengthen the relationship



Your Goal:  
Help her learn to think decisively

## DON'T

- Become angry
- Become impatient
- Push her into a decision

## ACTION PLAN

- ① Establish and maintain a comfort zone.
- ② Surface conflicts and clarify options.
- ③ Use a decision-making system.
- ④ Reassure them, and ensure follow-through.
- ⑤ Strengthen the relationship



Your Goal:  
Persuade the person to talk

## DON'T

- Get impatient
- Show your frustration
- Lose your temper

## ACTION PLAN

- ① Plan enough time.
- ② Ask open-ended questions expectantly.
- ③ Lighten it up.
- ④ Guess.
- ⑤ Show the future.



## Your Goal: Form a problem solving alliance

### DON'T

- Agree with him
- Disagree with him
- Try to solve his problems
- Ask why he is complaining to you about his problems

### ACTION PLAN

- ① Listen for the main points.
- ② Interrupt and get specific.
- ③ Shift the focus to solutions.
- ④ Show him the future.
- ⑤ Draw the line.



## Your Goal: Transition to problem solving

### DON'T

- Show contempt
- Become impatient
- Push her for action
- Try to convince her that things aren't so bad

### ACTION PLAN

- ① Use the Whiner strategy
- ② Use her as a resource.
- ③ Buy some time.
- ④ Go for the polarity response.
- ⑤ Acknowledge her good intent.



**WHAT IF PEOPLE CAN'T  
STAND YOU?**

# AT TIMES, I CAN BE A...

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**Tank**



**Sniper**



**Know-It-All**



**Grenade**



**Think-They-Know-It-All**



**Maybe Person**



**Yes Person**



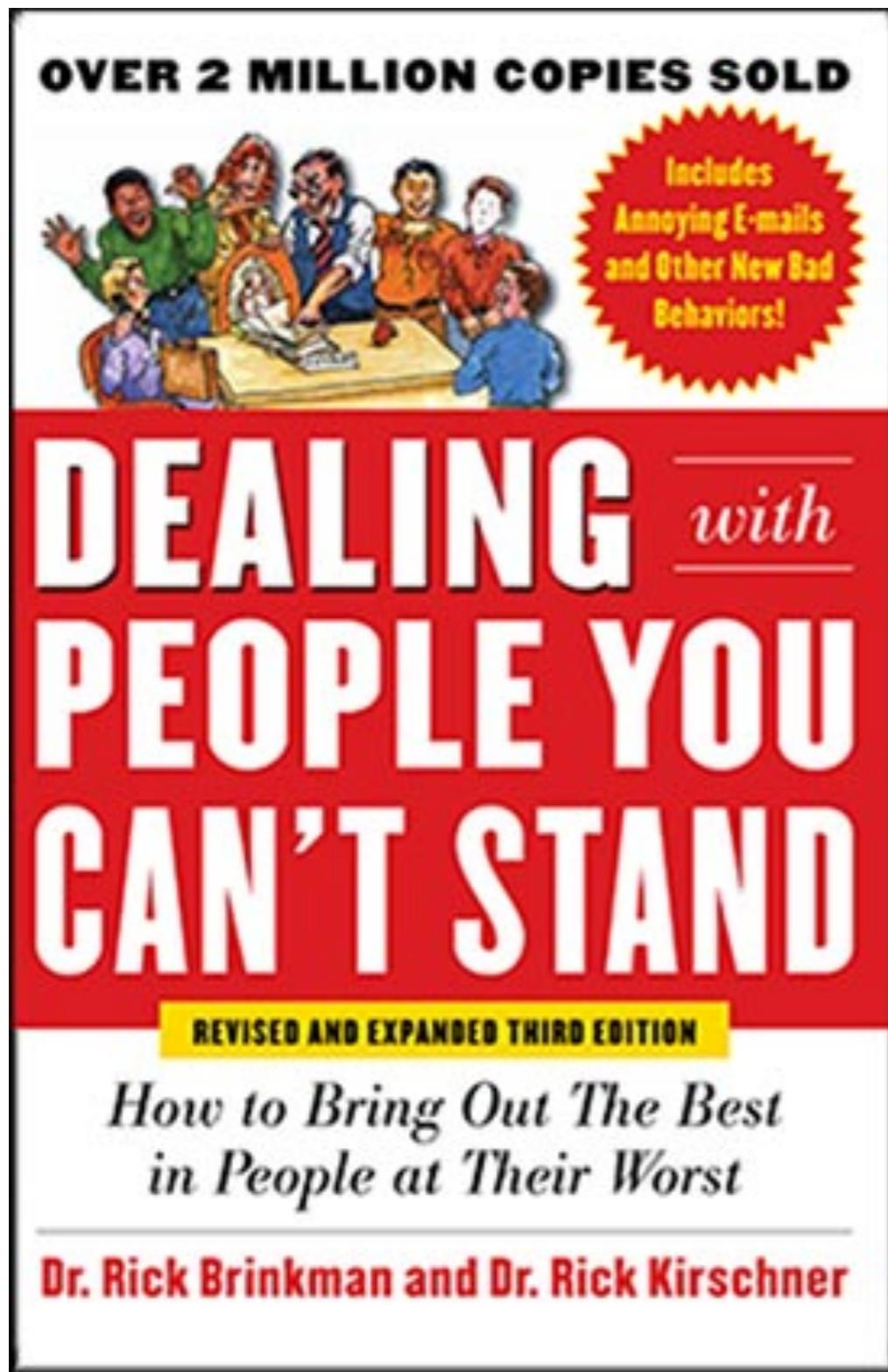
**Nothing Person**



**Whiner**



**No Person**



# THANK YOU!



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