

Session Overview:

- Check Yourself!
- Anatomy of Expectations
- Characteristics of Difficult Employees
- Types of Challenging Behaviors
- Handling It!
- When Nothing Works...

Dealing With Myself?

Make sure YOU are in charge
Never argue, yell, use sarcasm, or
 behave unprofessionally
Don't take it personally
 LISTEN, LISTEN, LISTEN
 If you're defensive, something is wrong
 "Never let 'em see you sweat"

Lower your voice
 Look them in the eye
 Practice **S.T.O.P.**



The Anatomy of Expectations:

What the Employee Values	What We 'Sell' The Employee
What The Employee Expects	What the Employee Experiences



Difficult Behaviors – What have You Seen?

Types of Difficult Behaviors:

Hostile-aggressives bully and overwhelm by bombarding others, making cutting remarks, or throwing tantrums when situations don't go the way they think they should.

Know anyone like that?

Complainers gripe incessantly but never do anything to resolve what they complain about.

Know anyone like that?

Silent and unresponsives respond to every question and every plea for help with a yes, a no, or a grunt.

Know anyone like that?

Super-agreeables are very reasonable, sincere, and supportive in the presence of others. But they don't produce what they say they will, or they act contrary to the way they've led others to expect.

Know anyone like that?

Negativists object “It won’t work” or “It’s impossible” when a project is proposed. All too often they deflate any optimism others might have.

Know anyone like that?

Know-it-all experts are “superior” people who believe and want others to recognize that they know everything there is to know about anything worth knowing. Such people are condescending, imposing (if they really do know what they are talking about), or pompous (if they don’t). Often they make others feel like idiots.

Know anyone like that?

Indecisives stall major decisions until the decisions are made for them. They can’t let go of anything until it’s perfect – which means never.

Know anyone like that?

Handling It!

1. Declare Yourself – What Are Your Rules of Engagement?

1. Techniques:

Motivation

Discomfort

Communication

Weakening the influence

Elimination

When Nothing Works!

Best Practices:

- ✓ When possible, decide what you want to say to and how you will say it before meeting
- ✓ Deal With Yourself
- ✓ Stay focused
- ✓ Be honest and acknowledge their input
- ✓ Document all verbal exchanges and save emails
- ✓ Be as understanding as possible- why are they difficult?
- ✓ Know when enough is enough and do not accept abuse
- ✓ Remember, it's fine to disagree, but it is not fine to be disagreeable!

More?

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