Dealing With Difficult People,
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Presented by
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Immunize Against Toxic People

- Surround yourself with a Love Bubble
- Shoot Pink Love Arrows
- Clear away psychic attacks:
  - EFT: Emotional Freedom Technique

http://snipurl.com/EFT_emofree

  - Cybernetic Transposition Techniques

http://www.highestpotentialtraining.com/

- Create a new descriptive memory of how you *want* to be treated in the future.

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Universal Blueprint®-what TYPE of problem is it?

Is the difficult person:

- Unaware and oblivious?
  - Bring to his/her attention by describing the behavior and how it affects you or others.
  - Assure him/her that he/she is liked and respected.
  - Agree on a signal/skill to use in the future.
- Knowingly difficult? Don't play the game.
  - See ideas in post-call resources and below.

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Universal Blueprint®-what to SAY

- *Always* acknowledge the other person's feelings, perspective, intentions **FIRST**
- ***Be assertive***, not aggressive, Passive or Passive/Aggressive
  - Avoid blame (saying "you"). Say "I" instead.
  - *Describe* what you see, feel or want.
  - State what you are or aren't willing to do.

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Universal Blueprint®-what to DO

Resolve it Jointly
using the* "BED" *method

Brainstorm ideas
Evaluate the ideas
Decide/agree on a solution

Resolve it Yourself
using the* "CAR" *method
(or to make decisions for yourself)

Change it
Accept it
Remove yourself from it

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Personality Priorities

- **Superiority** – **think they are better than others**
- **Control** – **want to be in control**
- **Pleasing** – **want to please others**
- **Comfort** – **want to avoid inconvenience**
- **Social Interest (Balanced)**

You'll get full descriptions & tips in post-call resources

References: *:The Effective Parent (The NextSTEP)*, by Donald Dinkmeyer and Gary McKay with Donald Dinkmeyer Jr., James S. Dinkmeyer, and Joyce L. McKay. American Guidance Service, 1987.

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7 Types of Difficult People

1. **Hostile/Aggressive Trio:**
   - **Sherman Tank -** in-your-face
   - **Snipers** - use sarcasm, jokes and gossip
   - **Exploders -** blame others then fight
2. **Indecisives**
   - **Analytical** - lose themselves in details
   - **Be Nice** – listen, nod, don't follow thru, make excuses
3. **Complainers** - feel powerless or expect perfection

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7 Types of Difficult People

4. **Negativists** – only see the negative
5. **Clams -** To avoid uncomfortableness or are passive-aggressive (silent treatment)
6. **Know-it-alls**
   - **Bulldozers -** arrogant and hostile
   - **Balloons -** full of hot air
7. **Super-Agreeables** - super nice & super unreliable

Reference: "Coping With Difficult People" by Robert M. Bramson, Ph.D. (Dell, 1988)

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For More Information

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