

How to Deal with Difficult People



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How Difficult People Affect Us



Feelings → Anger, Frustration, Irritation, etc.



Thinking → Judgment, Negativity, etc.



Behaviors → Reactivity, defensiveness, engaging in conflict

Who Are These “Difficult People”?

- People who are:
 - Under stress
 - Dealing with mental health issues
 - Suffering from addiction or codependency
 - Trauma survivors
 - In challenging phases of life
- ALL OF US, at times!

Understand Your Role

- Event
- Perception
- Response
- Consequence



Consider What You Don't Know

- Context
- Stressors
- Lack of support
- Lack of emotional/relational skills
- Trauma history

Develop Your Emotional Intelligence

- 1 Know your emotions.
- 2 Manage your own emotions.
- 3 Motivate yourself.
- 4 Recognize & understand the other people's emotions.
- 5 Manage relationships (manage the emotions of others.)

Adapted from Daniel Goleman's book "Emotional Intelligence"



Low EQ



- Emotionally triggered
- Aggressive, passive or passive aggressive
- Participation in:
 - Scapegoating
 - Blaming
 - Bullying
 - Gossiping

High EQ

- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions



Improve the Communication Process

- 1 **First seek to understand** the other party
- 2 **Recognize** that you may not be understood
- 3 **Notice when your emotional brain** has been activated
- 4 **Observe your process**
- 5 **Watch** the other's reaction to you as a way toward self-awareness
- 6 **Take a break** and regroup
- 7 **Seek help** when needed
- 8 **Re-engage** when you are not triggered





Avoid Behaviors that Add Fuel to the Fire

- Criticism
- Contempt
- Stonewalling
- Defensiveness



Dr. John Gottman

Conflict Styles

- Passive
- Aggressive
- Assertive
- Passive Aggressive
- Avoidant



Difficult Personality Types

- The Know-It-All Expert
- The Bully
- The Procrastinator
- The Chronic Complainer or “Whiner”
- The Unresponsive or “Silent Type”



The Know-It-All Experts

- Avoid confrontation over facts
- Give praise & recognition
- Ask lots of questions to benefit from their expertise and win them over
- Recognize these people are often insecure
- Make the solution their idea
- Have realistic expectations





The Bully

- Detach
- Be professional
- Ask questions such as “What can I do to help?”
- Use I statements
- Be assertive
- Don’t get hooked
- Hang onto your confidence

The Procrastinator

- Understand the role of perfectionism
- Communicate regularly about what needs to be done—break goals into small tasks
- Provide positive feedback on any progress
- Explore the real reason for the delay
- Ask them for help in resolving issues with any delays
- Encourage them to develop deadlines for themselves and to report progress as it occurs.



The Complainer/ Whiner

- Don't let the complainer get you down—be a duck
- Ask questions such as “What is it you want?”
- Avoid suggesting solutions
- Neither agree or disagree
- Use effective listening skills



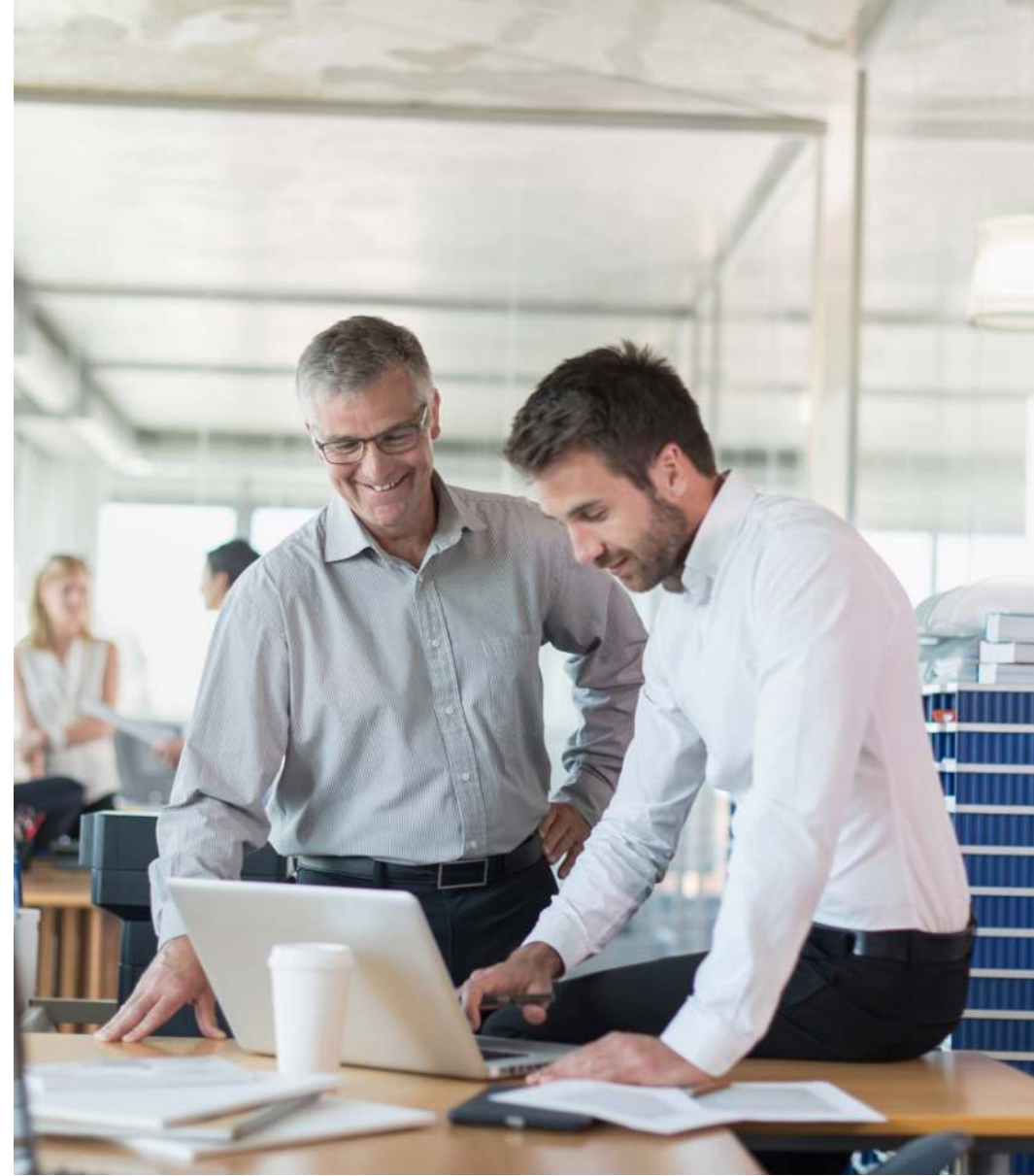
The Unresponsive, Silent Type

- Ask open-ended questions
- Avoid doing all the talking
- Use a “friendly, silent stare”
- Comment on the process and what you are feeling
- Try writing
- Schedule a follow up



Practical Solutions

- ✓ Avoid a fight, flight or freeze response
- ✓ Avoid engaging tug-of-war
- ✓ Don't lock horns
- ✓ Unhook from the minutia
- ✓ "Zoom out" to gain perspective



Practical Solutions

- ✓ Become rooted in the present
- ✓ Let go of Defensiveness
- ✓ Take Responsibility
- ✓ Appreciate the Power of Empathy
- ✓ Practice flexibility, adaptability & compromise



Forgive Yourself and Others

“

Resentment is like drinking poison and then hoping it will kill your enemies.

– Nelson Mandela

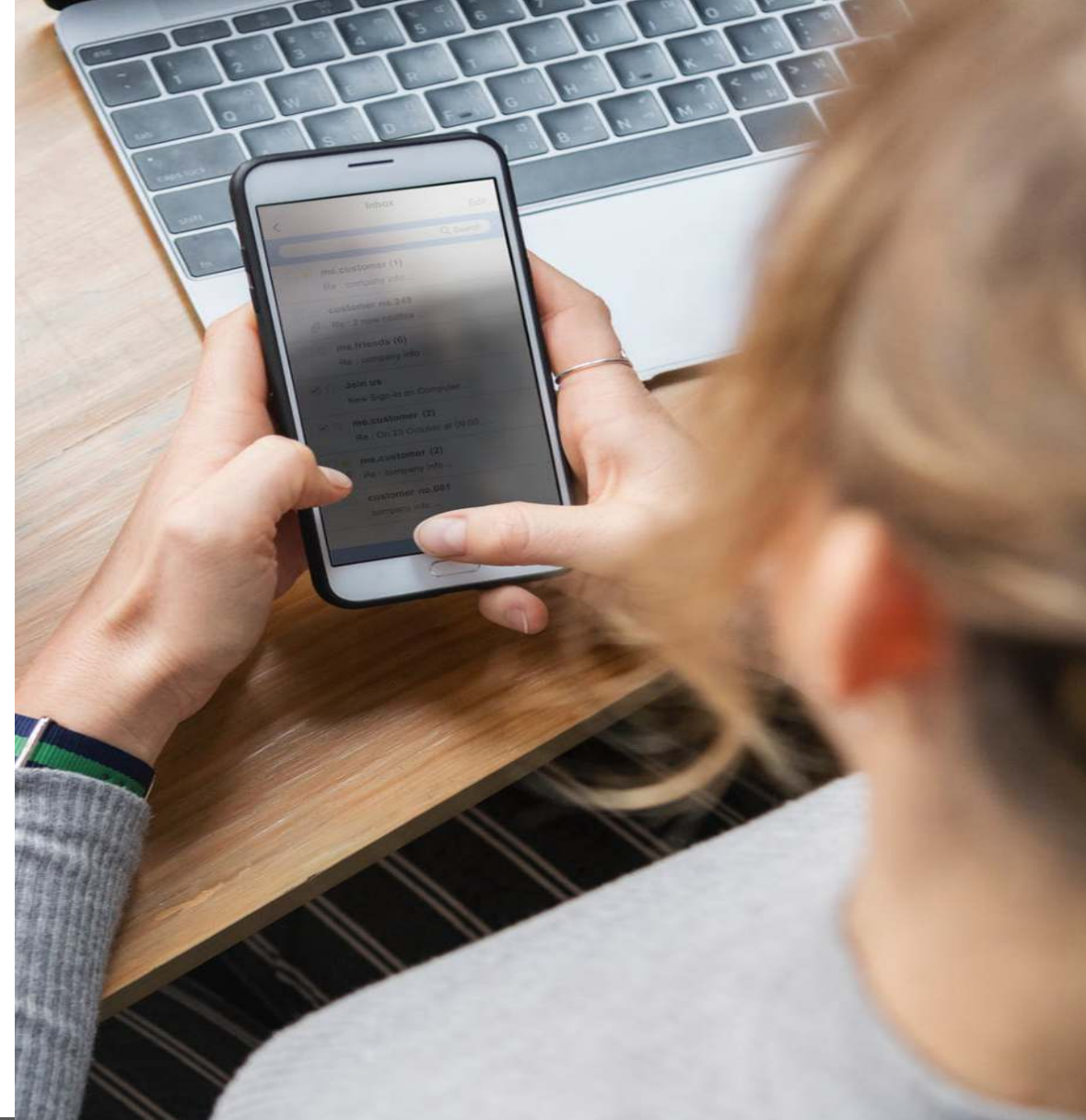
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Resources

- Presentation Slides
- Resourceful Links
- Additional Information

TEXT JOYCE TO 345345



Thank
You!



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