



People don't Come with Warning Labels: Dealing with Difficult People

Lori Klinka www.loriklinka.com

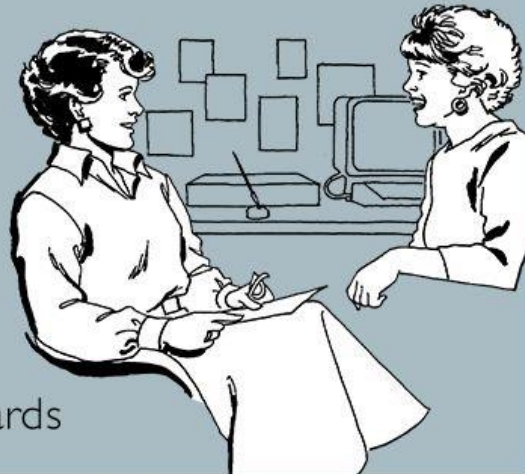
October 30, 2018

DANGER

Proceed
With Caution



I don't think of you as a
coworker because you
never do any work.

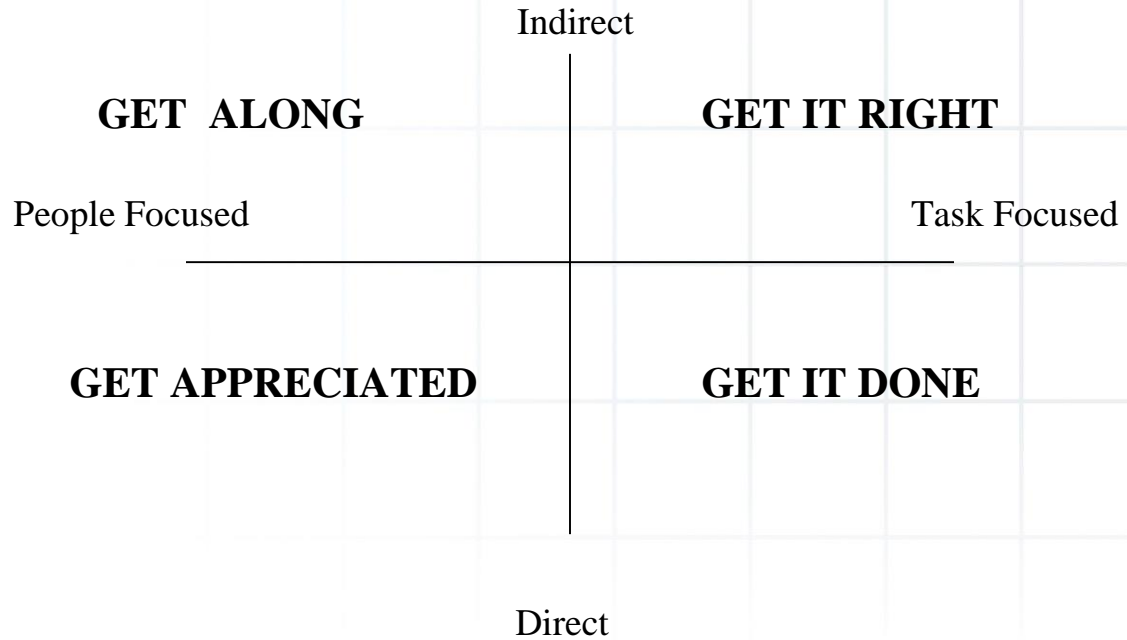


som^{ee}cards



WARNING

**What Would Your Warning
Label Say?**



GET ALONG

Problem- YES PERSON

SOLUTION-

1. Let them be honest
2. Ask for their commitment
3. Strengthen the relationship



GET IT RIGHT

Problem- COMPLAINER

SOLUTION-

- 1.Listen
- 2.Focus on solutions
- 3.Draw the line



GET IT DONE

Problem- EXPLODER

SOLUTION-

1. Hold your ground
2. Interrupt the attack
3. Get to the bottom line



DEALING WITH ANGRY PEOPLE

- 1.STOP
- 2.LOOK
- 3.LISTEN
- 4.Apologize & empathize
- 5.Ask questions
- 6.Restate the problem
- 7.Develop solutions
- 8.Learn from the situation



GET APPRECIATED

Problem- DISRUPTER

SOLUTION-

1. Acknowledge their intent to contribute
2. Get back on track
3. Compliment good behavior

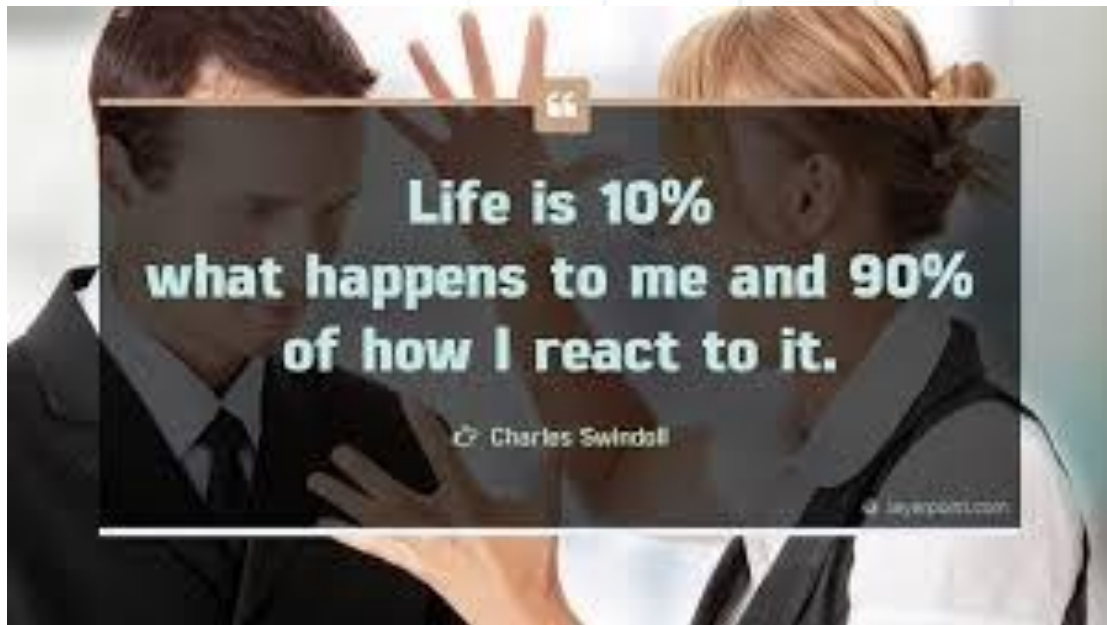


SPEAK THEIR LANGUAGE



PROVERB

- “We have no friends, we have no enemies. We have only teachers. We are ALL teachers. It’s not a matter of IF you will teach but WHAT.”



“
**Life is 10%
what happens to me and 90%
of how I react to it.**

↳ Charles Swindoll

layreport.com

3 traits for each category:

- Strengths:

Weaknesses:

- What works:

What doesn't work:

REMEMBER:

1. 10% of your life is what actually happens, 90% is how you perceive and react to what happens.
2. Think of people as different, not difficult.
3. You can't change them, you can only change the way you

Thank you!

Lori Klinka

Speaker, Trainer, Speaking Coach

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Maximum 2 Lines

- The bullets are in PMI Blue, normal text, 100%
- Line and paragraph spacing for the main textbox is set automatically in the template
- For reference those settings are:
 - Line spacing: 1.0 lines for text
 - Before-paragraph: 0.5 lines for paragraphs and round bullets
 - Before-paragraph: 0.25 for all sub-bullets (N-dashes)
 - After-paragraph: 0 line at all times
 - Do not use points to set spacing parameters; only use lines

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