

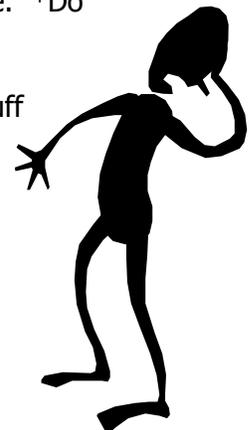
SYNERGY EAP SOLUTIONS

WORKING WITH DIFFICULT PEOPLE



Difficult people can make working together tense and unpleasant. They can sabotage any efforts at conflict resolution. Sometimes the trouble comes when we overreact to these people. Here are 7 types, and some dos and don'ts for working with them.

- 1. Aggressive types** want to force their views on you. They like to blow off steam. They may attack verbally.
*Don't attack back. * Do ask them to sit down and explain calmly what they have to say. Just listen & don't interrupt or say "Yes, but . . ."
- 2. Know-it-alls** are "experts" who have no patience for other people's input.
*Don't be intimidated, or let them take over your meeting. * Do listen and learn from their knowledge.
- 3. Victims** often complain, and feel they are being treated unfairly.
* Don't try to become their protector. * Do ask them for suggestions to improve the situation. They need to practice giving positive ideas.
- 4. Sarcastic types** use words as weapons, often causing pain in the guise of "just fun".
*Don't let them get away with it. Let them know sarcasm is unacceptable. * Do compliment them when they say something positive, or demonstrate team spirit.
- 5. Nay-sayers** have nothing good to say about any new ideas or concepts.
*Don't try to reform them. * Do invite them to suggest alternatives, other than the status quo. They will often back off if asked for constructive input.
- 6. "Say-yes but do-no" types** often agree to anything, just to avoid conflict or to gain approval.
*Discourage them from making more commitments than they can handle. *Do follow up to make sure they follow through on what they agree to do.
- 7. Withdrawn types** often seem to have nothing to contribute, and rebuff efforts to get them to participate.
*Don't nag them in front of others to open up. * Do ask them open-ended questions to draw them out, and wait patiently for their answers.



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