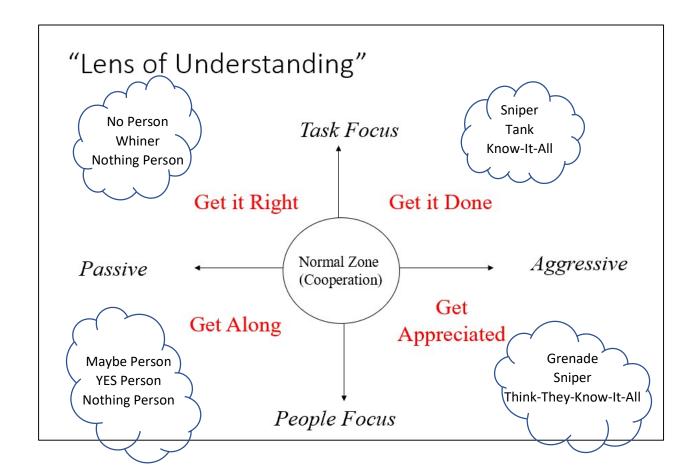
Managing Difficult Relationships

Reference Guide

Lynne Finn

From:

"Dealing with People You Can't Stand. How to bring out the best in People at Their Worst" By Dr. Rick Brinkman and Dr. Rick Kirschner



	The Tank	The Strategy	Adjust Your Attitude
	Aggressive	Hold your ground	Don't be tempted to
	Focused on end result	Interrupt the attack	counterattack
ne	Direct approach	Quickly backtrack their	Don't attempt to defend
Do	You are targeted as part of the	main point	or explain
Get it Done	problem	Summarize with	Don't shut down and
Get	Nothing personal	ownership	become a Nothing person
	Pointed, angry	Being straightforward,	Find courage and demand
	Pushy	but don't shut them out	respect
	The Sniper	The Strategy	Adjust Your Attitude
pa	Tries to make you look foolish	Stop, look, backtrack	Watch your emotions –
	Can use confusion as a weapon	Ask what they mean?	be cool/calm/collected
Get it Done t Appreciat	Some snipe to get attention, some	What does that have to	Instead of reacting – focus
Do	carry a grudge	do with our project?	on the sniper with
t it \pp	Biting sarcasm, rude comments, non-	Might need a private	amusing curiosity
Get it Done Get Appreciated	verbals	meeting	Deal directly and
Ğ	Sometimes trying to undermine	Let them know you	assertively
	efforts of others	would prefer honesty	Don't act out of revenge
	The Know-it-all	The Strategy	Adjust Your Attitude
	Knowledgeable and competent	Be prepared	Resist temptation to
Get it Done	Can be controlling	· · · ·	become a Know-it-all
DG :	Low tolerance for correction and		Be flexible and patient
et ii	contradiction		Try to open their minds to
Ğ	Can't be wrong	·	new information or ideas
	Can dominate or manipulate	·	
	The Think-they-know-it-all	<u>. </u>	Adjust Your Attitude
	Trying to get appreciation and		Don't challenge or
σ	attention		confront aggressively
ate	Addicted to exaggeration	Summarize with ownership Being straightforward, but don't shut them out The Strategy Stop, look, backtrack Ask what they mean? What does that have to do with our project? Might need a private meeting Let them know you would prefer honesty The Strategy	Don't be tempted to
eci	Know enough about topics to be		stretch the truth in
et Appreciated	conversational	Give them a break	another direction
t A	Strong people focus		Use compassion and
Ge	Caught in a vicious scheme to grab		patience
	attention		Use restraint and consider
	T. 0	TI C: .	long term affects
	The Grenade		Adjust Your Attitude
	Demands attention – trying to get		Wrong: Most people
p	appreciation		either blow up at the
iate	Holds and then BLOWS, losing	•	Grenade or retreat and
rec	emotional control	-	hate from a distance
dd	Fighting feelings of insignificance	_	Remember they are
Get Appreciated	Explosions can be years or hours		humiliated
Ğ	apart	Try to find the grenade	by their behavior
		"pin" so you don't pull it	Take control of the
			situation

	The YES person	The Strategy	Adjust Your Attitude
	Working under intention to get along	Make it safe to be	Help them develop their
D0	Limited follow-through	honest	task
guo	Over-commit in order to please	Talk honestly	and organization skills
Get Along	Feels bad when it doesn't work out	Help them learn to plan	Lots of patience
Get		Ensure commitment	Get commitments you
		Strengthen the	can count on
		relationship	
	The Maybe person	The Strategy	Adjust Your Attitude
<u>8</u>	Can see clear to best decision, but	Establish a comfort zone	Irritation is ineffective
	blinded by negative possibilities	Try to find where the	Use warmth and
Get Along	May not want to upset others	uncertainty comes from	sensitivity
et /	May not want to upset others May not want to be the cause of	Use a decision-making system	Lots of patience Help them learn to think
Ğ	something wrong	Reassure, then try to	decisively
	Something wrong	ensure follow through	decisively
	The Nothing person	The Strategy	Adjust Your Attitude
	No feedback, verbal or nonverbal	Plan enough time	Hard as it is, need to slow
	Get along and get it right people	Ask open-ended	down
ng Sht	Can sometime boil over	questions expectantly	Be careful of aggressive
Nor Rig		Lighten it up, use humor	behavior
Get Along Get it Right		Guess the problem is	Don't lose your temper
g g		Show the future – what	Persuade the Nothing
		can happen with	Person to talk
		"nothing"	
	The No person	The Strategy	Adjust Your Attitude
	Get it right, no mistakes	Go with the flow – allow	Compassion instead of
	Perfection standard Feeling despair, all negatives, verbal	them to be negative,	contempt Remember it doesn't
¥	and non verbal	don't try to talk them out of it	have anything to do with
Get it Right	Not intentional	Use them as a resource	you
±	Feeling of futility	Give them time and ask	In the long-term, does
Get	Most destructive to team motivation	them for options	their negativity matter?
		Go for the polarity	Try to be understanding
		response "You can't"	Move from fault finding
			toward problem solving
	The Whiner	The Strategy	Adjust Your Attitude
ng	Wallowing in woe	Listen for the main	Don't agree/disagree
	Related to the No person	points	with them
	Get it right	Interrupt and get	Don't try to solve their
	Can't see what could	specific	problems
Get Along	Feeling of futility	Shift the focus to	Don't ask them why they
set		solutions	are complaining to you
		Show them the future	PATIENCE COMPASSION
		Draw the line	COMMITTMENT Form a problem-solving
		1	
			alliance