38th Annual InterCourt Conference

If Only Those People Would Listen to Me!

9:00 a.m.—10:30 a.m.

March 11, 2022
Hilton-Easton
Columbus
If Only Those People Would Listen To Me!

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How Do You Decide Who Is Difficult?

Oxford English Dictionary defines “difficult” as troublesome, perplexing, unaccommodating, stubborn.
Behavioral Considerations

- Aggressiveness
- Selfishness
- Negativity
- Overly agreeable
- Insecure
- High maintenance

A Universal Truth

There is no quick fix or magic wand that changes the behavior of others.
Resulting Strategy

Changing ourselves…
changing our own behavior.

Considerations For Dealing With Difficult People

- The difficulty lies in the communication – verbal and/or non-verbal;
- All interactions require we consider the dynamic of everyone (you too!);
- We need to take responsibility for the things we say and do; and
Considerations continued

- Behaviors are determined by the reward serving as motivation

The Aggressives

- WYSIWYGs (What you see is what you get)
- Noisy
- Intimidate others
Strategies for Aggressives

- Stand up to them without fighting
- Give them time to run down
- Don’t focus on being polite; *jump in* when you can
- Get their attention - call their name, sit/stand
- If possible, get them to sit down.
- Maintain eye contact
- State your opinions and perceptions confidently
- Don’t argue
- Be friendly

Know-it-Alls

- Obsessed with knowing everything
- Ineffective listener
- Frequently interrupts
Strategies for Know-it-Alls

- Provide reassurance so they feel like they contribute to the team
- Coach them on active listening
- Provide feedback on their behavior and the affects on their career and others
- Listen carefully and paraphrase the main points to avoid over-explanation
- Use questioning techniques to discuss problems you identified
- Prepare yourself with all pertinent materials and check for accuracy

Selfish People
- Uncomfortable sharing
- May have status issues or insecurities
- Unclear about their team role
Strategies for Selfish People

- Clarify their role and respective contributions to the team
- Coach them about their behavior and potential career consequences
- Provide reassurance about their skills
- Assign team work so they can experience success

Negative People

- May be a defense mechanism so not rejected
- See their role as providing worst case scenario
- View themselves as presenting a realistic perspective
Strategies for Negative People

• Acknowledge their perspectives
• Phrase positive suggestions so they see benefits
• Restructure their below the line comments into an open-ended question
• Acknowledge their role on the team
• Use their negativity as an opportunity to identify challenges

Passive Aggressive