

DEALING WITH DIFFICULT PEOPLE

DIANE HELBIG, FACILITATOR

Agenda

Introduction

Why

Conflict Modes

Methodology

Phrases

INTRODUCTION



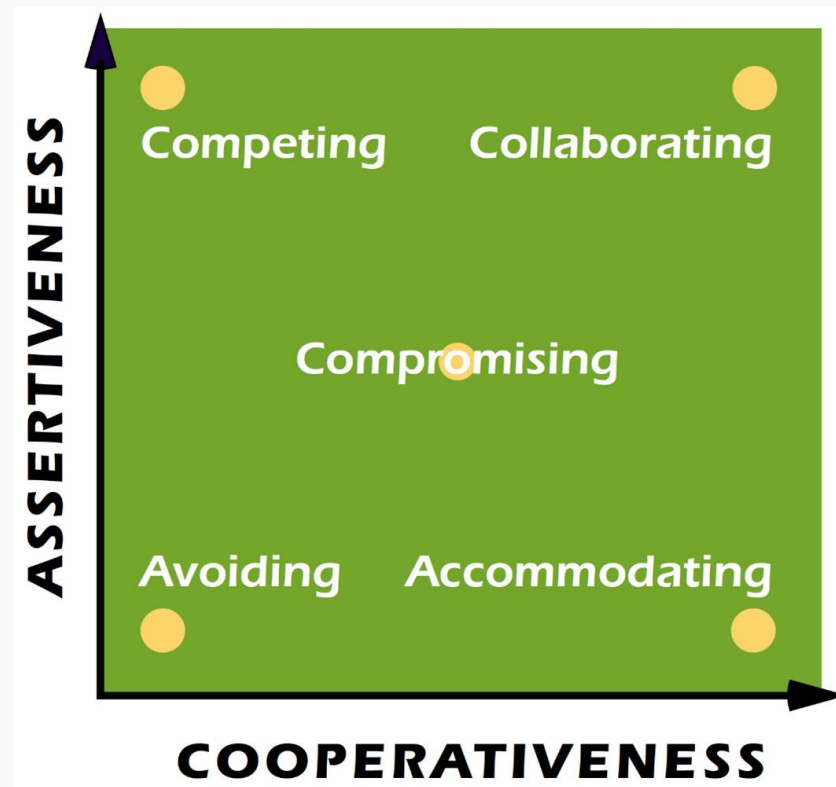
WHY



Common Causes

- ✓ Values
- ✓ Information
- ✓ Procedures
- ✓ Individual Differences
- ✓ Goals and Responsibilities

CONFLICT MODES



Thomas Killman Conflict Modes

METHODOLOGY

Conflict management options

Clarifying

Generating

Negotiating

Review

Process of Conflict Management

- Lead with empathy
- Ask and Listen
- No assumptions
- Options and Impact
- Co-Create solution

Guidelines

- ✓ Use observations and questions
- ✓ Do not draw conclusions
- ✓ Keep emotion out
- ✓ Time out and re-engage
- ✓ Silence as a tool

PHRASING

- Help me understand . . . (your thought process/what happened here/etc)
- I hear you AND (no buts allowed)
- Thank you for sharing
- It appears you are unhappy with my performance
- What would you think if I told you . . .

- Would you be surprised to hear . . .
- Tell me more
- I see
- So what you're saying is . . .
- What would you like to do about . . .
- What does a solution look like for you?

THANK YOU



30 Minute Complimentary Phone Consult



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