

DEALING WITH DIFFICULT PEOPLE

COMMON CAUSES



Values
Information
Procedures
Individual Differences
Goals and Responsibilities

MODES

Competing
Accommodating
Avoiding
Collaborating
Compromising



OPTIONS



Clarifying
Generating
Negotiating
Review

PROCESS

Lead with Empathy
Ask and Listen
No Assumptions
Options and Impact
Co-Create Solutions



PHRASES



Help me understand . . .
Tell me more
What does a solution look like to you
Thank you for sharing
I hear you AND
Would it surprise you to hear . . .