

**The University of Toledo**  
**College of Business Administration**  
**Executive Center for Global Competitiveness**

**SUCCESSFUL STRATEGIES FOR DEALING WITH DIFFICULT PEOPLE**

### **Program Overview**

Do you have to deal with problem people at work? Do you find yourself wrestling with Tanks, Snipers, Know-It-Alls, Grenades, Yes People, Nothing People, No People, and Complainers? Do you become frustrated when you confront unsuccessfully the contrary characters in your life? Chances are you're not alone! But why continue falling victim to those who enjoy making your life miserable and treating you with disrespect? Instead learn how to identify, understand, and cope with the challenging people in your life.

By using the specific strategies provided in this program, you will become less of a target for inappropriate comments and antics. Instead, you will be a constructive influence in bringing out more productive behavior in others and encouraging them to treat you with more respect. You will experience less stress and approach your job and your working relationships with greater confidence. The end result will be less conflict with others and more cooperation and collaboration.

### **Program Objectives**

In this information-packed, fast-paced program, participants will learn how to:

- Identify the make up of their difficult people
- Use communication skills that can turn conflict into cooperation and emotion into logic
- Deal with angry, confrontational, and intimidating behavior
- Handle sarcastic comments and put downs
- Manage explosive ranting and raving
- Gain the respect of arrogant and opinionated people
- Help people make realistic commitments
- Encourage communication when none is forthcoming
- Cope with negative attitudes of hopelessness and despair
- Reduce whining and promote problem solving

### **Program Agenda**

#### **Understanding the People You Can't Stand**

- What makes difficult people tick
- A snapshot of the difficult people in your life
- The four choices in dealing with challenging people
- To invest or not—Are relationships worth salvaging?

#### **Using Communication Skills and Techniques to Reduce Conflicts and Resolve Problems**

- 3 essential skills for building trust
- An action plan for listening to understand
- What to do when your difficult person is talking
- What to do when you are communicating with your difficult person
- How to interrupt interruptions with tact
- The two steps to take when discussions degenerate into conflict
- Pygmalion Power—How to bring out the best in people

#### **Looking Through the Window onto the World of Difficult People**

- The three levels of assertiveness
- Task vs. people—the focus of attention
- Four general intents that determine how people behave
- How threatened intentions lead to difficult behaviors

#### **Being Your Best When Dealing with People at Their Worst**

- How to command respect when dealing with a Tank
- How to bring a Sniper out of hiding
- How to open the mind of a Know-It-All to new ideas
- How to take control of a situation when someone becomes a Grenade
- How to get commitments from a Yes Person
- How to persuade the Nothing Person to talk
- How to lead a No Person to problem solving
- How to form a problem-solving alliance with a Complainer

#### **Adjusting Your Attitude and Helping People Deal with You**

- How to change your reactions
- How to change your perspective
- How to change the way you talk to yourself

### **About the Instructor**

**Debra A. Smith** is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance. Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

*If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of ECGC, by calling 419-724-2591 or via email at [carrie.herr@utoledo.edu](mailto:carrie.herr@utoledo.edu).*