

**Leadership Matters!**



# How to Manage Difficult People Workbook



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## Dealing With Difficult People

Understanding at least the basics of the psychology of difficult people will help you internalize the knowledge that it is not you – there are many people who are simply hard to get along with.

By learning effective communication and conflict resolution techniques, and staying calm and focused in the face of challenging behavior, you can turn even the most difficult situations into opportunities for growth and collaboration.

Even more importantly, having this skillset, and even just knowing that you do will massively reduce your stress levels.

You can be more productive and happy, and far less apprehensive and fearful.

Managing difficult people is not only about changing their behavior, it's also about changing your own behavior and approach.

By staying calm, empathetic, and solution-focused, you can create a positive and productive environment that benefits everyone involved.



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It can seem that there are endless ways for people to be 'difficult', but most of the time they can be grouped into certain types.

Which of the following types of people do you most often encounter who make your life harder than it could or should be?

- Someone Who Plays the Victim
- Someone Who Is Verbally Abusive
- Someone Who Blames You For Everything
- Someone Who Does Not Respect You
- Someone Who Disagrees with You
- Someone Who Asks Questions to Avoid Working
- Someone Who Does Not Like You
- Someone Who Bullies You
- Someone Who Is Overly Biased
- Someone Jealous of You

- While there are some specific ways to deal with each type, there are also strategies that will help you deal with all types of difficult people.
- Learning these skills will empower you.
- You will feel emotionally stronger and more in control even when you are not dealing with confrontation.



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Write down your responses to the following questions, as well as any feelings and specific instances that are relevant to you and your situation.

Reflect on the difficult people you encounter – those who have the biggest negative impact on your life.

How does their behavior affect you and others around you?

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How can you defuse tense situations with these difficult people and prevent conflicts from escalating?

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What are some effective communication techniques that you can use for dealing with the difficult people in your life, such as active listening and assertiveness?

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How can you set clearer boundaries and expectations with difficult people to avoid misunderstandings and conflicts?

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What are some self-care strategies you can use to maintain your own well-being while dealing with difficult people?

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How can you remain calm and focused when dealing with difficult people, even in the face of anger or hostility?

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What are some ways to find common ground with difficult people and create win-win solutions?

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How can you use humor and positivity to diffuse tension and lighten the mood when dealing with difficult people?

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What are some effective conflict resolution techniques for dealing with difficult people, such as negotiation and mediation?

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How can you use feedback and reflection to improve your own communication and conflict-resolution skills when dealing with difficult people?

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