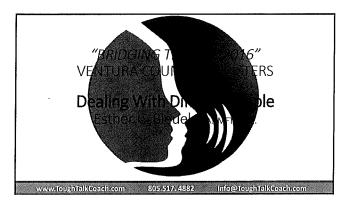


"Bridging the Gap 2016" Ventura County Barristers

Dealing with Difficult People January, 2016

"The greatest discovery of my generation is that human beings can alter their lives by altering their attitudes of mind."

William James



GOALS FOR TODAY

- > Mine: For you to take away at least one tip, skill, idea or concept that you can use immediately.
- > Yours:

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WHAT MAKES A PERSON DIFFICULT?	
 Emotionally reactive, defensive, argumentative Dishonest, withholding 	
 Won't listen; interrupts Unrealistic, stubborn, inflexible 	
 Rude, critical, judgmental, arrogant, condescending Negative attitude 	
All-or-nothing thinking	
➤ Unprepared to engage www.ToughTalkCoach.com 805.517.4882 info@ToughTalkCoach.com	
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SOLVE THE RIGHT PROBLEM	
Start with the end in mind Long-term and short-term	
 Seek first to understand, then to be understood Problem to solve vs. tension to manage over time 	
➤ Win and be right vs. manage or resolve a situation	
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SECRET SAUCE: You & EQ	
➤ Look in the mirror➤ The only person you can change is you	·
 Be part of the solution — not part of the problem Manage your own emotion 	
➤ The person who controls the conversation, controls the relationship.	
. S. Gronsmy	

ENACTIONIAL INITELLICENCE	With the second
EMOTIONAL INTELLIGENCE	
> Understand your own emotional and physiological self in	
order to deal effectively with other people. Without the	
ability to read emotions in others, lacking a sense of	
another's need or despair, there is no caring.	
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	-
> Call annual	
➤ <u>Self-aware</u> :	
Feel & identify your own feelings,	, , , , , , , , , , , , , , , , , , , ,
Understand the relationship between thoughts, feelings	
and reactions.	
Regulate your behavior.	
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➤ <u>Self-control</u> :	
> <u>Self-control</u> :	
Control your impulses: fear, anxiety, anger, sadness	
(pain that underlies anger)	
Empathy: take other's perspective (feelings, concerns,	
differences)	
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Emotional hijacking:	
Annual and a second throat (for a travella main) and second	
 Amygdala assesses threat (fear, trouble, pain) and reacts instantaneously like an alarm. 	
 Triggers the fight, flight or freeze hormones. 	
 Sometimes referred to as the lizard brain because it stores and imprints unconscious emotional memories. 	
and implifies alleanstrates elliptically memories.	
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SKILLS THAT WORK	
✓ Be 100% present	
✓ Separate the person from the problem	
 ✓ Listen deeply (fear, pain); show respect Confirm understanding of meaning 	
Develop trust and credibility	
✓ Empathy; concern; assume good intentions✓ Slow down; avoid escalation	
✓ Invite vs. mandate or demand	
✓ Speak only for yourself	•
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 ✓ Anticipate impact and reactions ✓ Visualize your idealized performance 	
Repeated rehearsal	
✓ Use specific examples to illustrate meaning	
✓ Manage (realistic) expectations ✓ Focus on specific desired outcome	
Determine <i>what</i> before <i>how</i>	
 ✓ Fix the problem <u>and</u> fix the relationship ✓ When things don't add up, something else is going on 	
✓ How to say hard things	
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SUMMARY	
➤ Purpose of communication is understanding	
> Attitude sets the tone	
EQ determines ability to read people	
Competence determines credibility	
Trust is the coin of the realm	
Foundation of any relationship	
➤ What outcome do you seek?	
What are you willing to do to achieve it?	