

# Dealing with Difficult People

'Super Simple Success Tins – Dealing with Difficult People'



## 1. Build Relationships Continually

- ☐ If working With a de-motivated employee over a period Of time or a tricky customer effective relationships are vital.

## 2. Show You are Interested

- ☐ by showing you are interested in a difficult person you are much more likely to have a constructive and positive outcome.

## 3. Tolerate Little

- ☐ It just is not worth being too accepting of poor behaviors in employees over time it will drag your own performance down.

## 4. Seek Information Through Questions

- ☐ Ask for information, to show that you have been listening to what they say and to maintain the conversation, thus building rapport.

## 5. Then...Listen Well

- ☐ Always the best solution. By listening you create a great relationship and get the facts you need to resolve the issues that difficult people bring.

## 6. Remove Bullying Behaviors

- ☐ whether by tackling them and changing people, or by literally disciplining them out of the person. Definitely toxic.

## 7. Show Self-Control

- ☐ You need to be restrained, in control and calm enough to carefully respond and not react. The way you behave Will impact on the response you get.

## 8. Follow Through With promises

- ☐ you Will only ever maximize a relationship if you can be trusted to do What you say you Will – and maybe even more, by over-delivering and delighting.

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