

# WORKING WITH DIFFICULT PEOPLE

A 90 minute Audio Conference for  
Administrative Assistants,  
Secretaries and Office Support Staff

Featuring **Rhonda Finniss, CSP**

PRESENTED BY

**The Office  
Professional**

# Prime Targets for Change:

1.

2.

3.

▶ **Difficult People:** Those people who chronically and continually interfere with you doing your job and living your life effectively.

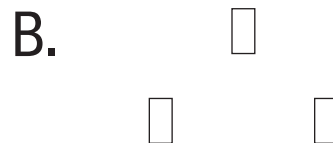
▶ **Conflict:** Is a state of being that occurs over a prolonged period during which issues are not addressed thereby adding to dissonance.

# Understanding Attitudes & Behavior

Each person sees the world through his or her own eyes.  
That perception affects:

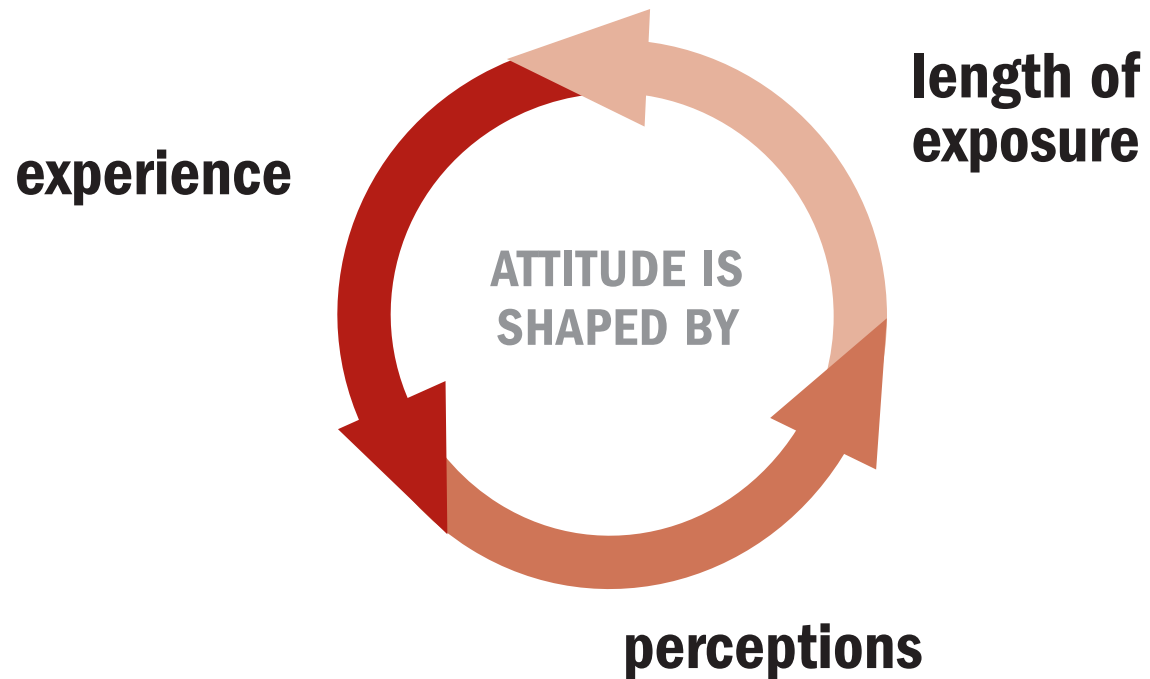
- ▶ Interpretation
- ▶ Attitude
- ▶ Behavior

When you look at the following diagrams, what do you see?



*continued...*

# Understanding Attitudes & Behavior



*continued...*

# Understanding Attitudes & Behavior

► **Four Choices:**

- 1.
- 2.
- 3.
- 4.

► **Four Choices:**

- 1.
- 2.
- 3.
- 4.

**Confrontation + Acceptance = Win/Win**

# 5 Strategies to Improve Communication

1. “I” Language
2. Build Rapport & Respect
3. Empathy (Not Sympathy)
4. Feedback
5. Flexibility

# Formula for Dealing with an Angry Person

1

2.

3.

4.

5.

6.

7.

## Comments about Communication

- ▶ We cannot NOT communicate
- ▶ Being direct, yet sensitive, works best in the long run
- ▶ We design, manufacture and deliver a product in a few seconds when we communicate
- ▶ Our body language and tone must match our words (congruency)
- ▶ The meaning of the communication is the response it elicits
- ▶ Words have a denotative meaning (dictionary definition) and a connotative meaning (that which elicits feelings/images)

*continued...*

## Comments about Communication

- ▶ We must manage differences or they will manage us
- ▶ Blaming others for failed communication is a cop-out
- ▶ The ability to adapt our style of communication is a critical skill
- ▶ The key skill in communication is to “receiver orient” your message
- ▶ Listening is as important as talking
- ▶ Communication means striving to understand, not just being understood

*continued...*

## Comments about Communication

- ▶ We have little control over the perceptions and interpretations of other people; we can only seek to understand what they perceive and interpret
- ▶ Why do we expect others to see what we see, hear what we hear, and feel what we feel? Our uniqueness makes us interesting
- ▶ We will never learn everything there is to know about communication

# The Five Most Common Poor Listening Habits

1.

2.

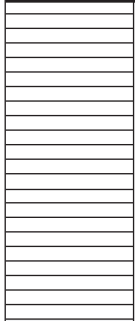
3.

4.

5.



# Notes



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