HOW TO DEAL WITH DIFFICULT PEOPLE

ISPE November Meeting
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Agenda

• Learning Styles: how we see the world differently
• Difficult conversations
• Influencing others

Roles of difficult people

• Your boss/superior
• Client/ internal customer
• Subordinates
• Peers

Are you a boss?
Are you a client?
Are you a subordinate?
Why did you choose to attend this event?

Describe a difficult person you have had to deal with (Currently or in the past)

Difficult People...

They're everywhere!!

*How do you deal with them? (Without your Zombie Ray-gun)*

Findings from A 2016 Organizational Dynamics Survey:

- 58.8%
- 41.2%
- 35.1%
Difficult People...

We're everywhere.

What Makes it so Difficult?

LEARNING STYLES
OUR BRAINS ARE WIRED DIFFERENTLY
Early Brain Development Influences
How You Connect with Others

- Which stimuli you select
- How you process information
- Your perceptions and assumptions

Working relationships can be made more effective by understanding and appreciating the different drivers of our impulses.

Your natural energy impacts your areas of focus and work preferences

Explore:
- Wants to know: that it will be innovative
- Wants to feel: inspired
- Preferred part of work process: Generating ideas and seeing possibilities

Examine:
- Wants to know: that it is fact based
- Wants to feel: safe
- Preferred part of work process: Developing structure and detailed plans

Excite:
- Wants to know: the impact on people
- Wants to feel: involved
- Preferred part of work process: Creating energy and excitement in people

Execute:
- Wants to know: about bottom-line results
- Wants to feel: situation is in control
- Preferred part of work process: Making the plan happen

Excite:
- Wants to know: the impact on people
- Wants to feel: involved
- Preferred part of work process: Creating energy and excitement in people
Your natural energy influences your view of success and your communication style

Explore evaluates success by:
How creative you were and how well you grasped big picture

Communicate with this energy by:
• Answering the question: “How?”
• Explaining the concepts; showing the Big Picture
• Giving them information that reflects the underlying process, so they can connect everything into a whole.
• Allowing them to generate a multitude of ideas.
• Use analogies and present content in multiple ways: they are associative learners

The Chaotic one...
Give the appearance of being Unfocused or Disorganized

• Get lost in the world of ideas - speak in uncertain terms
• They can be hard to nail down to commitments - keep changing things or revisiting decisions
• They lose track of / forget things
• They don’t show up to meetings they accepted, don’t pay attention to deadlines

How to deal:
• Learn how to speak their language.
• Minimize impact on you by:
  • YOU writing and publishing meeting minutes
  • YOU keeping original documents
  • Making it a point to get signatures on decision documentation

Your natural energy influences your view of success and your communication style

Excite evaluates success by:
How energized you were and how you energized others

Communicate with this energy by:
• Answering the question: “Who?” (who is involved; who is impacted)
• TALKING to them about it – they learn through conversation
• Use personal stories, implications
• Allowing enough time (keeping on schedules can be a challenge)
• Visuals & colors help
• Inspire them with praise
The Rambler
A Creative persona

- Impulsive
- Never stop talking
- Easily distracted
- Has trouble staying focused on
  the topic at hand
- Can be over the top or
  inappropriately silly
- They can seem frivolous and
  overly-optimistic

How to deal:
Maintain control of the agenda & timetable
Be prepared to professionally interrupt
These types put real weight in written directives
from upper management – so management:
- Leverage project sponsors
- Leverage corporate policy
- Leverage project/department mission
  statement

Your natural energy influences your view of success and
your communication style

Examine type evaluates success by:
The quality of your data and planning

Communicate with this energy by:
I. Answering the question: “Why?”
II. Prepare your data and be ready to defend your view: accepting that they will critically
  looks for inconsistencies or errors
III. Lay out your argument linearly.
IV. Demonstrate the following:
   A. Logic
   B. Cause and Effect
   C. Hypothesis and Conclusion
   D. Facts
V. Expect the following attitudes and approach:
   A. Serious and Focused
   B. Punctual and Efficient
   C. No tolerance for imprecise or loose language

Seemingly Judgmental
Misinformed/Insecure

- Don’t have the latest information or
  direction from Management.
- Skilled but seem to lack confidence/Cant
  make a decision
- Critical and judgmental
- Get lost in analysis-paralysis
- Pessimistic – see a million reasons why
  everything won’t work
- Constantly want to revisit data
Your natural energy influences your view of success and your communication style

Execute evaluates success by:
How effectively and efficiently your goals were met

Communicate with this energy by:
☑ Answering the question: “What?” What’s the purpose? What’s the point? What’s my immediate assignment?
☑ Be concise, efficient, punctual
☑ Give objectives, expectations, clearly delineated levels for success
☑ Offer a challenge!
☑ Show practical applications, be action-oriented
☑ Less is more: Bullet points
☑ Give few options
☑ Know that they may criticize, then follow with immediate instruction

Demanding People
(Sometimes the Easiest to deal with)

They may be stressed from Management requests
Or, They aren’t swayed by personal life or family obligations (theirs or yours)
Or, they always want work product to be better regardless of the true quality of content

Traits:
Dominating and pushy – try to control every situation
Competitive – will do anything to win
"they leave dead bodies in the wake"
Impatient and distracted – miss important nuances or details b/c they want to move to action
Ignore interpersonal dynamics and others’ needs or values

How to deal:
Stay on your game
Look at similar content generated from this person – mirror that.
Don’t give all info immediately – play your cards slowly & well
Don’t give details of very latest status

Appreciating other’s preferences and adjusting your communication style can make you more influential
(i.e.: Learn to speak another language)

Explore
Examine

Excite
Execute
Tackle your Zombie #1

Which Learning Style(s) are you?
How do you prefer others communicate with you?
What do you think your Zombie's learning style is?
How can you communicate more effectively with them, given their learning style?

Other types – there are many
(we may not have time to review)
• Was promoted early/out of necessity
• Or; is new to the industry/field
• Or; can not naturally multi-task
• Argumentative
• Finds way to escape responsibility/blame others
• Has their own secret agenda
• Derails things, enjoys chaos, big ego

How to deal:
Unofficially take some of their tasks you can readily handle – in exchange for what you need
give them concise information and give them confidence in your own abilities through your actions
Enlist help from their subordinates & superiors through discrete conversations expressing concern not criticism

CRUCIAL CONVERSATIONS
WHEN A DIFFICULT SITUATION ARISES
Conflict happens: What to do when a difficult situation arises

**Pause**
- Avoid fight or flight
- Stop or slow down

**Outcome**
- What outcome do you want for this situation?
- What outcome do you want for the relationship with this person?

**Plan**
- My personality/communication type/their type?
- What are the facts and what is perception?
- What is our mutual purpose?

**Share**
- The facts and your perceptions (your story)
- Mutual goals

**Listen**
- What is being said, what are new facts, what is their story
- Listen to what isn’t being said

**Resolution**
- For the situation
- For the relationship
How to successfully interact with such people?
(Without your Zombie Ray-gun)

Depends on your goal!
- Why do you need to interact?
- What do you want out of it or from them?
- What are the risks of engaging or not engaging them?
- Is it a hierarchical relationship?
- Is it project related?
- Is it for career growth?

Stay focused on your goal...

Tackle your Zombie #2

What outcomes do you want? For the situation? For the relationship?

What are the facts?

What are your perceptions?

What are your mutual goals / objectives?

INFLUENCE
Influence Requires both Substance and Style

5 Categories of Influence:

- **Asserting**: You insist that your ideas are heard and you challenge the ideas of others.

- **Convincing**: You put forward your ideas and offer logical, rational reasons to convince others of your point of view.

- **Negotiating**: You look for compromises and make concessions to reach outcomes that satisfy your greater interest.

- **Bridging**: You build relationships and connect with others through listening, understanding, and building coalitions.

- **Inspiring**: You advocate your position and encourage others with a sense of shared purpose and exciting possibilities.

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**Tackle your Zombie #3**

What is your most comfortable influence style?

Which style could you use to influence your zombie more effectively?

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**INFLUENCE IS A PRO-ACTIVE BUSINESS**

- **Build Trust**: Co-workers are more open to influence when they trust you.

- **Network**: Develop relationships with those who can support you.

- **Look for the Mutual Goal**: View the person you’re dealing with as a peer and keep their goals in mind.

- **Consultation**: Advocate the outcome and invite ideas.

- **Find Support**: Amplify the argument; include various stakeholders.
Summary

- Appreciate that others may be naturally focused on – and value - different attributes of “success” than you
- Learn to communicate with all learning styles – don’t just use your own preference
- Planning and true listening make for a better conversation: separate facts from assumptions
- Always stay focused on the mutual goal
- Build trusting relationships in order to effectively influence

References and resources

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References and resources

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LEARNING STYLES:
I think my learning style might be:
______________________________________________

When communicating with me, I prefer others to:
______________________________________________
______________________________________________
______________________________________________

I think my Zombie’s learning style is:
______________________________________________

To communicate more effectively with my Zombie I might try to:
______________________________________________
______________________________________________
______________________________________________

INFLUENCE:
I think my dominant / most comfortable influence style is:
______________________________________________

To influence my Zombie more effectively, I could try this style:
______________________________________________

PLANNING FOR A CRUCIAL CONVERSATION:
What outcomes do you want? For the situation? For the relationship?
______________________________________________
______________________________________________
______________________________________________

What are the facts?
______________________________________________
______________________________________________
______________________________________________

What are your perceptions?
______________________________________________
______________________________________________
______________________________________________

What are your mutual goals/objectives?
______________________________________________
______________________________________________
______________________________________________

Given what I have learned tonight, one strategy I am going to try with my Zombie is:
__________________________________________________________________________________________

My one key takeaway from tonight’s session is:
__________________________________________________________________________________________