

# Dealing with difficult people

Becoming welcoming to all without being distracted by a few



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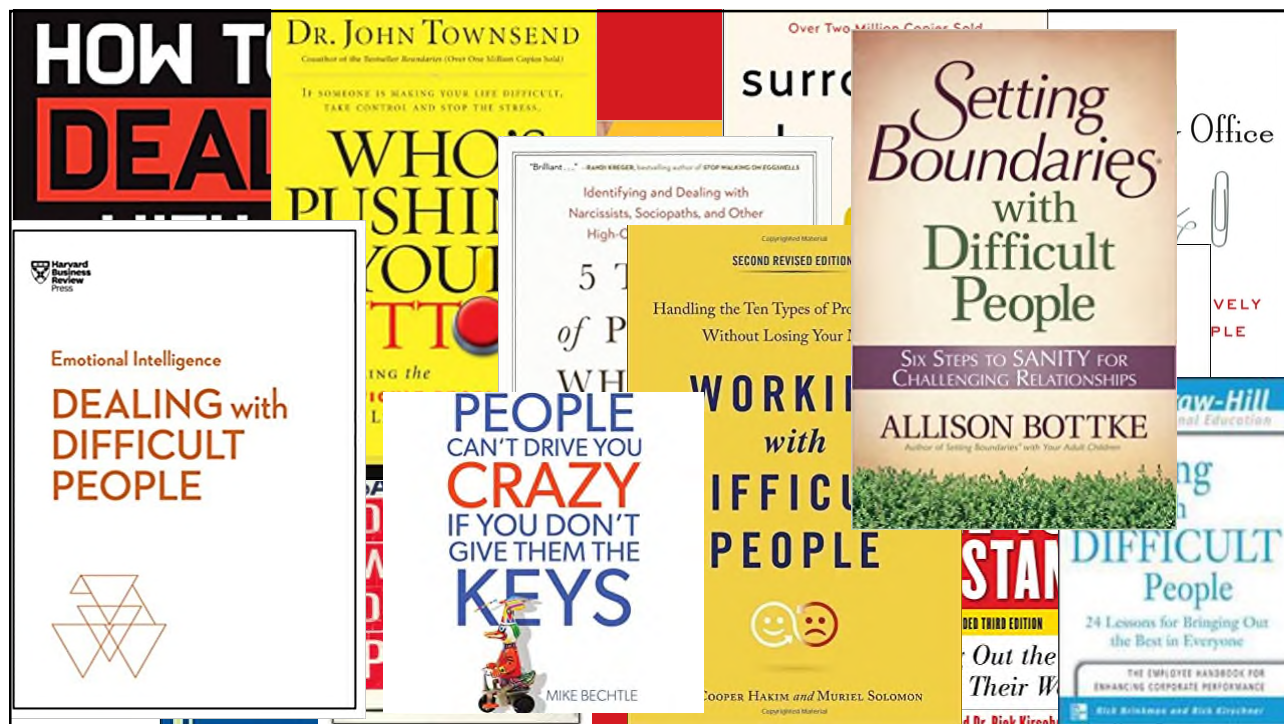
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## Learning Objectives

By the end of this discussion, we will:

- Identify “them”
- Understand how to de-escalate situations
- Discover some of our buttons
- Describe methods of shrinking them
- Try out one of these methods

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<a href="https://www.businessinsider.com/9-useful-strategies-to-dealing-with-difficult-people-at-work-2011-6">https://www.businessinsider.com/9-useful-strategies-to-dealing-with-difficult-people-at-work-2011-6</a>	<a href="https://www.lifehack.org/articles/communication/how-deal-with-difficult-people.html">https://www.lifehack.org/articles/communication/how-deal-with-difficult-people.html</a>
<a href="https://dealingwithdifficultpeople.org/22-smart-techniques-to-deal-with-difficult-people-at-work-2/">https://dealingwithdifficultpeople.org/22-smart-techniques-to-deal-with-difficult-people-at-work-2/</a>	
<a href="https://www.psychologytoday.com/us/blog/living-the-questions/201503/20-expert-tactics-dealing-difficult-people">https://www.psychologytoday.com/us/blog/living-the-questions/201503/20-expert-tactics-dealing-difficult-people</a>	<a href="https://www.youtube.com/watch?v=kARkOdRHaj8">https://www.youtube.com/watch?v=kARkOdRHaj8</a>
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	<a href="https://blog.vantagecircle.com/difficult-people-at-work/">https://blog.vantagecircle.com/difficult-people-at-work/</a>
<a href="https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/">https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/</a>	<a href="https://www.thebalancecareers.com/how-to-deal-with-difficult-people-at-work-1919377">https://www.thebalancecareers.com/how-to-deal-with-difficult-people-at-work-1919377</a>
<a href="https://www.inc.com/scott-mautz/6-ways-to-gracefully-handle-most-difficult-people-in-your-life.html">https://www.inc.com/scott-mautz/6-ways-to-gracefully-handle-most-difficult-people-in-your-life.html</a>	<a href="https://www.wikihow.com/Deal-With-Difficult-People">https://www.wikihow.com/Deal-With-Difficult-People</a>
<a href="https://www.forbes.com/sites/chrisccialosi/2018/03/05/a-guide-to-dealing-with-difficult-people/?sh=6f5145af2293">https://www.forbes.com/sites/chrisccialosi/2018/03/05/a-guide-to-dealing-with-difficult-people/?sh=6f5145af2293</a>	<a href="https://www.goodhousekeeping.com/health/wellness/advice/a17597/dealing-with-difficult-people/">https://www.goodhousekeeping.com/health/wellness/advice/a17597/dealing-with-difficult-people/</a>

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## Characteristics

### Callousness

Lacking empathy or concern for others.

### Grandiosity

Feeling that one is better than other people.

### Aggressiveness

Being hostile and rude toward others.

### Suspiciousness

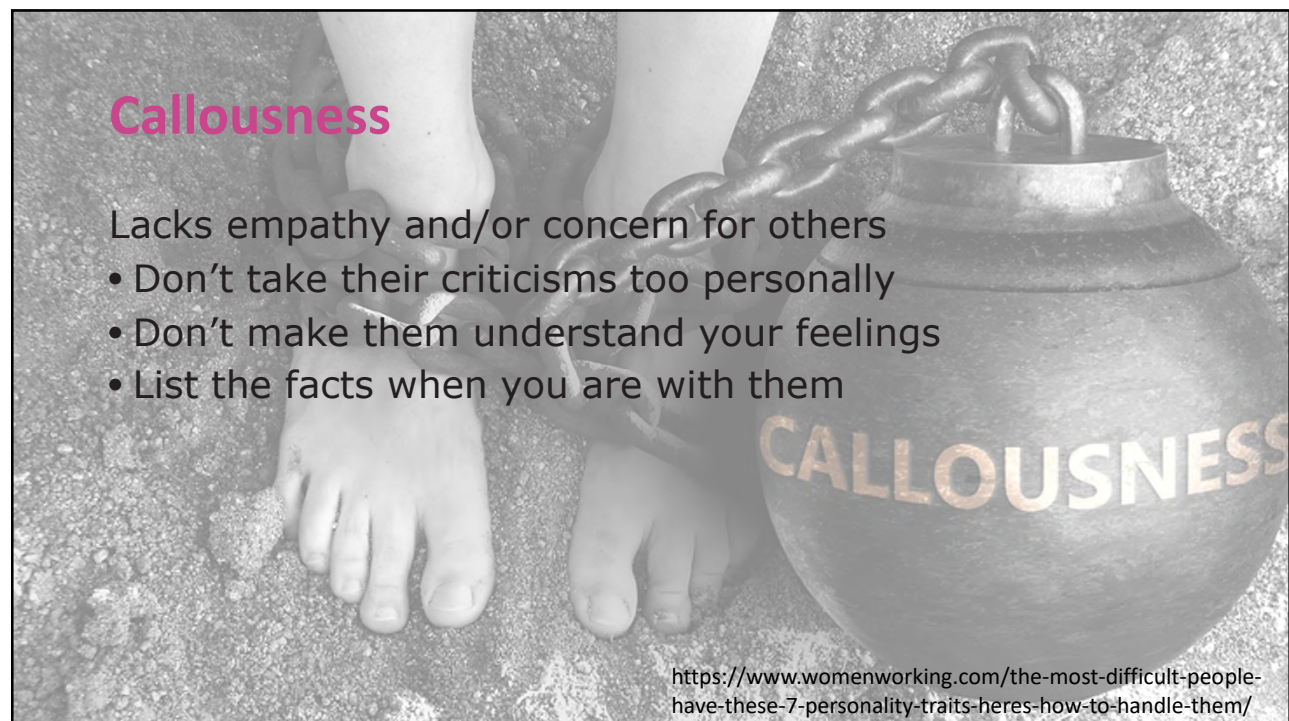
Feeling strong and unreasonable distrust of others.

Manipulation: Exploiting others to benefit oneself.

Domineering: Desire for authority over others and a sense of combativeness.

<https://www.psychologytoday.com/us/blog/fulfillment-any-age/202012/7-basic-personality-ingredients-difficult-people>

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**Callousness**

Lacks empathy and/or concern for others

- Don't take their criticisms too personally
- Don't make them understand your feelings
- List the facts when you are with them

<https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/>

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## Grandiosity

Feels superior and better than other people

- Don't feed into their "higher" state of mind
- Watch your wording
- Don't let yourself get derailed.

<https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/>

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## Aggressiveness


Hostile and rude to others

- Remain calm.
- Empathize.
- Express your concern.
- Talk about it.

<https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/>

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A man with a beard is looking through vertical metal bars, likely in a prison. The image is slightly blurred and has a greenish tint.

## Suspiciousness

Distrust in others when there has been little to no evidence

- Explain what you are thinking
- Try to generate a range of perspectives
- Acknowledge a mistake is likely
- Don't be defensive when it happens

<https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/>

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A close-up of hands manipulating thin, light-colored strings or threads against a dark background. The hands are positioned to create a complex, web-like structure.

## Manipulation

Exploit others to benefit themselves

- take everything they say with a grain of salt
- trust your instincts
- don't compromise with them
- don't ask for their permission
- set clear boundaries
- respect the other person's feelings
- know when to walk away

<https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-heres-how-to-handle-them/>

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## Domineering

<https://www.womenworking.com/the-most-difficult-people-have-these-7-personality-traits-here-how-to-handle-them/>

Desire authority over others

- Don't believe the lie.
- Recognize the triggers and patterns.
- Carefully choose a response.
  - Ignore and walk away.
  - Distract or change the subject
  - Ask a question
  - Apply logic to the statement
  - Answer the fear

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## Actions of difficult people

1. IT'S ALL ABOUT THEM.-Difficult people are dramatic and they are fueled by reactions from others. They need to be the center of attention.
2. THEY DON'T DO A FAVOR WITHOUT COLLECTING.-These type of people are always scheming how they can get something for nothing.
3. THEY ARE VICTIMS.-The victim is the one who never gets over a trauma. They are stuck in the past.
4. THEY CAN BE OBLIVIOUS.-Believe it or not, there are people out there who have no idea what's going on in this reality.
5. THEY WHINE, BLAME AND GOSSIP.-The truth is that a person who is sharing gossip with you is also telling your business to others.

<https://www.powerofpositivity.com/5-signs-youre-dealing-difficult-person/>

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## How do you *positively* deal with negative people?

1. **"I HOPE YOU FEEL BETTER SOON."** This response actually catches negative people off-guard.
2. **"IS THERE SOMETHING THE MATTER?"** This one's kind of tricky, because it's possible that the person will drag you into a counterproductive conversation
3. **"DON'T ALLOW YOURSELF TO DWELL TOO MUCH."** If we're privy to someone's situation, we may be in a good position to pass along this little tidbit.
4. **"YOU'RE LOVED AND CARED FOR."** Saying this simple phrase has a way of reminding us or someone else that they're not alone in their struggles – no matter what they may be.
5. **"YOU CAN'T AND WON'T AFFECT MY MINDSET."** Sometimes it's necessary for us to put our foot down
6. **"IF YOU COULD, WOULD YOU SPREAD YOUR FEELINGS AROUND?"** This is a response that requires our best judgement.
7. **"PEOPLE SEE YOUR NEGATIVITY AND IT BRINGS THEM DOWN."** Once again, there are times when it's necessary to be politely direct with a negative person.
8. **"THINK OF SOMETHING THAT MAKES YOU HAPPY."** Corny? Perhaps...but it could work.
9. **"SMILING HAS A WAY OF CHANGING OUR MOOD!"** Say this to someone who is having a bad time and they will almost assuredly crack a smile.

<https://www.powerofpositivity.com/positive-comebacks-negative-people/>



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## What about me?

1. You're obsessed with other people's opinions
2. If criticism overwhelms you, they you might take things personally
3. You often feel paranoid
4. You could take things personally if you always question motives
5. You often feel guilty
6. You feel threatened with disagreements
7. You're quick to anger
8. You might take things personally if you feel misunderstood often
9. People are reserved around you
10. You are hypercritical of yourself

<https://www.powerofpositivity.com/take-things-personally-how-to-stop/>

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## Self-care

- Hungry
- Angry
- Lonely
- Tired



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*"If the world seems cold to you, kindle fires to warm it."*  
Lucy Larcom

# December

01 Listen to a loving kindness meditation today.	02 When we fill ourselves up with loving kindness, we become a source of generosity and care. Write a list of the ways you practice this towards yourself.	03 Write a list of your beliefs that tell you it's not okay to be loving with yourself. Take a moment to compassionately challenge each of these beliefs.	04 Write a list of the things that make you happy.	05 Do something that makes you happy today. While doing so, take a moment to close your eyes, take a deep breath and say, "may I be happy".
06 Write a list of the things that make you feel healthy.	07 Do something positive for your health today. While doing so, take a moment to close your eyes, take a deep breath and say, "may I be healthy".	08 Write a list of the things that make you feel safe.	09 Do something that contributes to your safety and security today. While doing so, take a moment to close your eyes, take a deep breath and say, "may I be safe".	10 Write a list of things that make you feel peaceful.
11 Do something that connects you to that peaceful place within. While doing so, take a moment to close your eyes, take a deep breath and say, "may I be at peace".	12 Think of a friend who's been feeling sad lately. Do something for them that might inspire the possibility of joy within.	13 Think of a friend who's sick. Do something for them that might support their health and well-being.	14 Think of a friend who's been feeling unsafe lately. Do something for them that might support their sense of safety.	15 Think of a friend who's been feeling stressed lately. Do something for them that might offer them some ease.
16 Offer kindness to a stranger.	17 Think of someone who challenges you, and if possible, try to hold them with care and compassion in your heart.	18 Think of some people in the world that are suffering that you don't know and do a loving kindness meditation dedicated to their wellbeing.	19 Check in with yourself today. What sort of loving kindness do you need from yourself today?	20 Offer loving kindness to your inner critic.
21 Make space for quiet and reflection today. Perhaps on a walk, over a cup of tea or while journaling.	22 If it is within your means, give to a cause that is meaningful to you.	23 Send loving kindness via text or social media today.	24 Give yourself the gift of healthy and compassionate boundaries today.	25 Feel the joy of giving today and allow yourself to receive from others fully.
26 Give yourself the gift of movement today. Go for a hike or do a Calm Body session.	27 Ask a friend to meditate with you today. Do the Daily Calm together or a loving kindness meditation.	28 What gifts has mindfulness brought into your life? Celebrate your growth.	29 Write down a list of gifts that you have received from others that are not objects.	30 Cultivate awareness of the world around you in all directions. Send well wishes to everyone within your awareness (humans and animals)
31 Reflect on the past year. Express gratitude for the gifts this year has brought and honor the losses in your life.				

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- “Knowing your own darkness is the best method for dealing with the darknesses of other people.” – Carl Jung
- “If you have some respect for people as they are, you can be more effective in helping them to become better than they are.” – John W. Gardner
- “I don’t have to attend every argument I’m invited to.” – Unknown

