

DEALING WITH DIFFICULT CLIENTS

Presented by:

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DIFFICULT BEHAVIORS

- Negative Behaviors or Behaviors that can be Viewed as Negative
- Actions, Attitudes, or Conduct
- Often Deviate from Accepted Norms and Expectations
- Various Settings



DIFFICULT BEHAVIORS IN THE LEGAL PROCESS

- Aggressiveness
- Uncooperativeness
- Manipulation
- Defiance of Directives/Court Orders
- Disruptive Behavior
- Refusal to Communicate
- Noncompliance
- Emotional Instability
- Excessive Demands
- Lack of Respect
- Intimidation and Harassment
- Delays and Obstruction



DIFFICULT BEHAVIORS IN THE HELPING PROFESSION

- Resistance
- Defensiveness
- Manipulation
- Dependency
- Boundary Violations
- Noncompliance
- Silent or Withdrawn
- Excessive Self-Disclosure
- Non-Engagement
- Evasion
- Transference



AND THE LIST GOES ON.....



- Bitterness
- Bullying
- Bossy
- Close-Minded
- Complacency
- Cynicism
- Cruel
- Defensiveness
- Discriminating
- Dishonest
- Dishonest
- Exaggerating
- Gaslighting
- Greedy
- Hypocritical
- Ignorance
- Impatient
- Inappropriate
- Insincere
- Intimidating
- Judgmental
- Mean
- Passive Aggressive
- Pettiness
- Pompous
- Preachy
- Rude
- Sarcastic
- Self-Absorbed
- Self-Pity
- Smug
- Superficial
- Thoughtless
- Toxic
- Undermining
- Unsympathetic
- Vane
- Vengeful

WHAT IS A DIFFICULT PERSON?

Anyone Who Causes Anyone Else Irritation, Stress or Anxiety

All of us are Difficult at Some Level:

- 1st Level: Everybody, Some of the Time
- 2nd Level: Affect More than Just a Few People in a Negative Way on a Regular Basis
- 3rd Level: Purposefully Hurt/Harm Others





Kinds of Difficult People

COMMON TYPES OF DP: THE HIGH CONFLICT PERSON (HCP)



- Someone who Habitually Initiates and Escalates Conflict
- Extreme Behaviors / Black of White Thinking
- About 10 % of All People
- View Conflict as Normal
- The Issue at Hand is Not the Real Reason Issues Escalate
- Unlikely to Change

DEALING WITH AN HCP:

- Don't Tell the Person and Don't Assume You are Right
- Focus on Facts/Tasks Rather than Reacting to Emotions
- Reality Testing
- Educating About Consequences
- BIFF Statements (**B**rief, **I**nformative, **F**riendly, **F**irm)



COMMON TYPES OF DP: THE BULLY



- Seek Power
- Have a Need to be Right
- Want to Look Good in Front of People that are Important to them
- Mask Insecurities and lack of Self-Esteem by Attacking Others
- Comments are Frequently Rude and Critical
- Mistakenly Perceive that Putting People Down Raises Them Up

DEALING WITH A BULLY

- Stand up to Them
- Respond to Friendly Overtures
- Don't Embarrass Them
- Share the Credit
- Stroke their Ego
- Remind them to be a Team Player



"Never be bullied into silence. Never allow yourself to be made a victim. Accept no one's definition of your life; define yourself."

COMMON TYPES OF DP: THE GOSSIP

- Motivated by Attention and Popularity
- Self-Esteem Boosted by Having the Spotlight on Them
- Mistaken Belief that People like Them as Compared to Merely Hearing Their Stories
- Seek to Make Themselves Look Interesting Vicariously Through the Sharing of Personal Stories of Other People



DEALING WITH THE GOSSIP

- Share your Discomfort
- Don't Confide in Them
- Don't Participate in Listening to their Stories
- Defend the People Who are Not Present



COMMON TYPES OF DP: THE PEOPLE-PLEASER

- Motivated by Helping Others and Being Liked
- Passive, have a High Need to Avoid Conflict
- Strong Desire to Take Care Of and Nurture Others
- Upsetting Someone or Lettings Others Down is Upsetting for Them
- Believe That, if They Do Nice Things for Others, People Will Like Them



DEALING WITH THE PEOPLE PLEASER

- Challenge Their Over Commitments
- Encourage Them to Express their Displeasure
- Coach Them on Standing Up for Themselves
- Help Them Recognize When Others are Taking Advantage of Them
- Teach Them how to Say “No”
- Remind Them that They Can’t Please Everyone



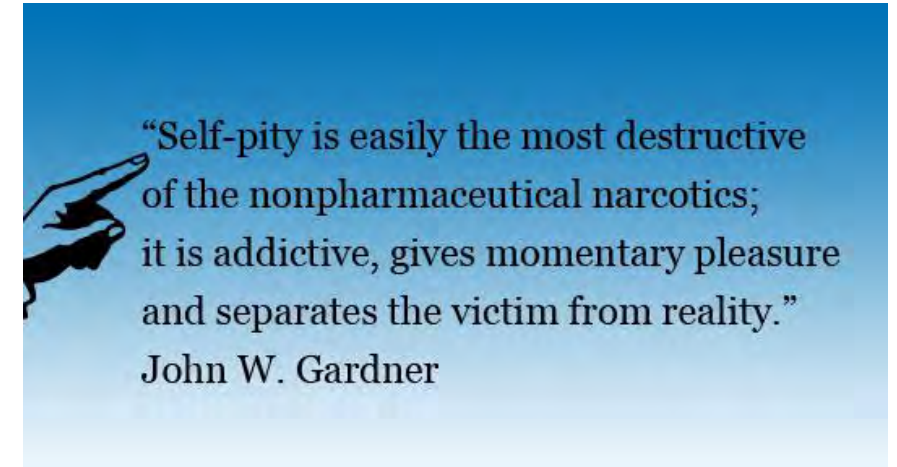
COMMON TYPES OF DP: THE MARTYR / VICTIM



- Motivated by Sympathy and Attention
- Enjoy People Commiserating with Them and Acknowledging their Hardships
- Get Pleasure by People Feeling Sorry for Them
- Need People to See What they Have Endured

DEALING WITH THE MARTYR / VICTIM

- Cautiously Offer Sympathy
- Say No to Their Volunteering
- Help them Manage Their Time Better
- Do not Fall into the Trap of Feeling Guilty
- Recognize any Truth in their Complaints and Address the Issue



COMMON TYPES OF DP: THE NEGATIVIST / COMPLAINER



- Motivated by Misery Loves Company – A Buzz Kill
- Pessimistic – Negative - Glass is always Half Empty
- Bring People Down by Expressing Their Displeasure of the World
- Close-Minded and Refuse to Explore Alternative Possibilities



DEALING WITH THE NEGATIVIST / COMPLAINER

- Create Environment where They Feel Heard
- Listen without Judgment
- State the Facts without Comment
- Assign them Problem-Solving Tasks
- Protect your Own Attitude
- Don't Apologize for their Complaints
- Don't Join and Begin to Complain Yourself



COMMON TYPES OF DP: THE KNOW IT ALL / NARCISSIST

- Motivated by Arrogance, Accuracy and Control
- Believe They are Superior to Others; More Intelligent, Better Informed and More Experienced
- High Desire for Logic, Data, Accuracy and Precision
- Enjoy When Others Look “Less” Than Them



Unless your name is
Google
stop acting like you
know everything ;)

DEALING WITH A KNOW IT ALL

- Don't be Too Quick to Dismiss Their Ideas
- Acknowledge Their Expertise
- Know Your Facts
- Point Out Errors with Care
- Try Not to Point Out Your Own Credentials and Expertise
- If You Think You're Right –
Don't let them Dominate the Conversation

The amazing moment
when you prove a
"know-it-all" WRONG.

Arguing with a
Narcissist
is like getting arrested.
Everything you say
can and will be
used against you.

OTHER DP'S



The Sherman Tank: Behave in an Abusive, Abrupt, Intimidating Manner and Leave their Victim on the Defense, Feeling Overwhelmed and Powerless

- Give them a Little Time then Get your Point Across
- Don't Argue – Maintain Eye Contact –
- State Own Opinions without an Apology

The Staller: Habitually Indecisive – Not Dependable; Avoid Decisions to Avoid Disappointment

- Listen for Indirect Clues – Examine the facts of the Situation
- Give Support for Any Decision Making They Can Offer



OTHER DP'S

The Manipulator – Bends the Truth, Twists Words and Hides their Motives; Undermine Healthy Dialogue and Erode Trust by Feigning Authenticity

- Call Them Out On It!

The Clam: Responds With a Grunt or Silence When you Attempt to Open Them Up

- Ask Open-Ended Questions
- Do not Fill in Silence with Idle Chatter



IN DEALING WITH A DIFFICULT PERSON.....

- Ask Yourself: Is this a Battle Worth Fighting For?
 - Are they Annoying or is their Behavior Disruptive
 - Beware – If you Ignore, Be Ready to Let It Go!
- Choose to Respond vs Reacting
- Choose to Provide a Mature Response
- Find Out What the DP Needs – Then Give It!
- Look for the Person's Positive Intentions



STAY IN CONTROL OF YOURSELF



- Catch It, Check It, Change It
 - Catch It – Be aware of your Emotional, Cognitive, Verbal and Non-Verbal Response
 - Check It – Is Your Reaction Rational
 - Change It – Change your Behavior to Stay in Control
- Stop – Think – Pause – Act
- No One Can Make You Feel A Certain Way
- Don't Be Defensive or Driven by Emotion



BE MINDFUL OF YOUR OWN BEHAVIORS



WHAT IS CONFLICT?

Differences are the Most Common Cause of
Conflict Between People



5 BASIC METHODS FOR RESOLVING CONFLICT

1. Competing
2. Collaborating
3. Compromising
4. Avoiding
5. Accommodating

What Style of Conflict Are You?

PEACE
IS NOT THE ABSENCE
OF CONFLICT BUT
THE ABILITY TO
COPE WITH IT

EFFECTIVE COMMUNICATION

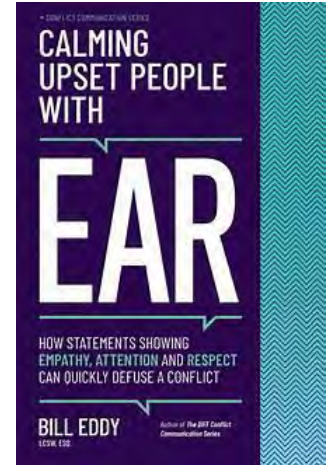
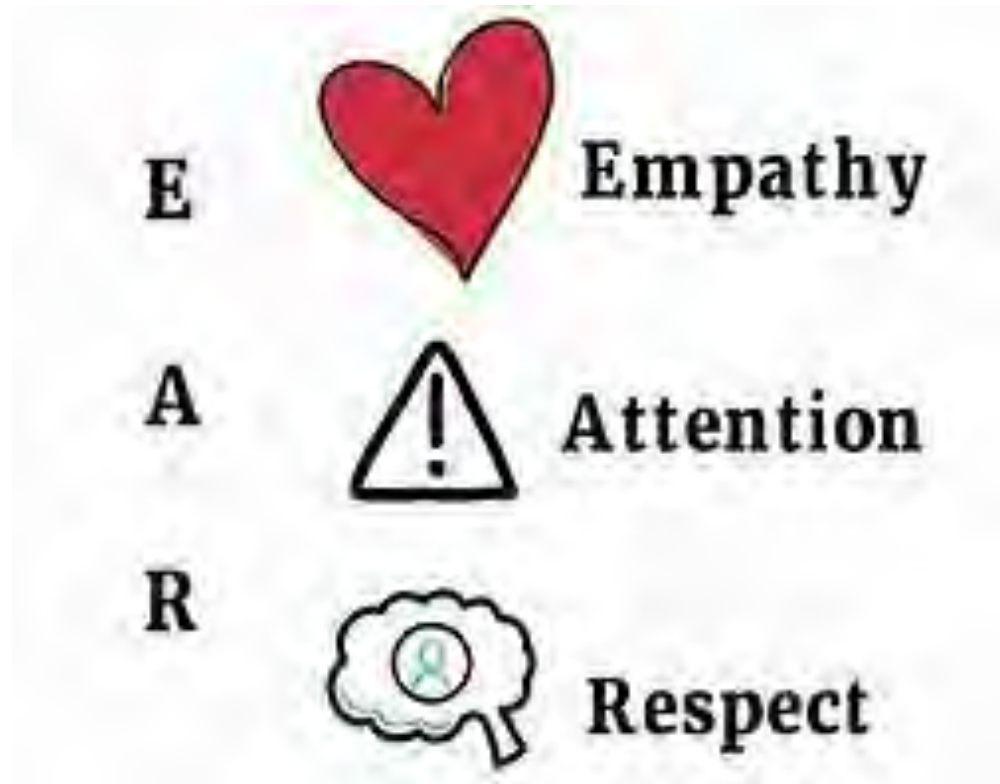
Use of “I Statements”

- I Feel _____
- When _____
- What I'd like Is _____.

Responsive Listening

- Rephrase Back what You Heard
- You don't have to agree with them to validate that you heard them

USE OF EAR STATEMENTS



CONFLICT GUIDELINES



- De-Escalate the Conflict
- Ask Questions
- Analyze Expectations
- Recognize Differing Perspectives
- Identify Mistakes
- Find Common Ground
- Watch Out for Emotional Triggers
- Avoid Cultural Bias or Stereotypes
- Be Assertive but Respectful
- Focus on Preventing Escalation
- Take Action to Control the Situation
- Negotiate & Seek Win-Win Solutions
- Commit to Working it Out
- Stay Calm
- Remain Impartial and Fair

IN SUMMARY

Be Aware of....

- Difficult Behaviors
- Different Types of Difficult People
- How You Approach Conflict
- How to Manage DP and Conflict

THERE ARE SOME PEOPLE
WHO ALWAYS SEEM ANGRY
AND CONTINUOUSLY
LOOK FOR CONFLICT.
WALK AWAY;
THE BATTLE THEY ARE
FIGHTING ISN'T WITH YOU,
IT IS WITH THEMSELVES.

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THANK YOU!

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