

Working with Difficult People



10½ PERSONALITIES THAT DRIVE YOU CRAZY

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Introductions



Axcet HR Solutions is Kansas City largest privately-owned PEO (Professional Employer Organization), we relieve small-to-medium sized businesses of the burden of Human Resource issues.

Objectives



- How to identify the 10 personality types that drive you crazy
- The motives behind their behavior
- Techniques to gain their cooperation
- What's with the 1/2

Why me?



- Make work enjoyable
- Allow you to focus on your work and be more productive
- Helps advance your career

The 10 personality types



1. The Tank
2. The Sniper
3. The Grenade
4. The Know it All
5. The Think They Know it All
6. The Yes Person
7. The Maybe Person
8. The Nothing Person
9. The No Person
10. The Whiner



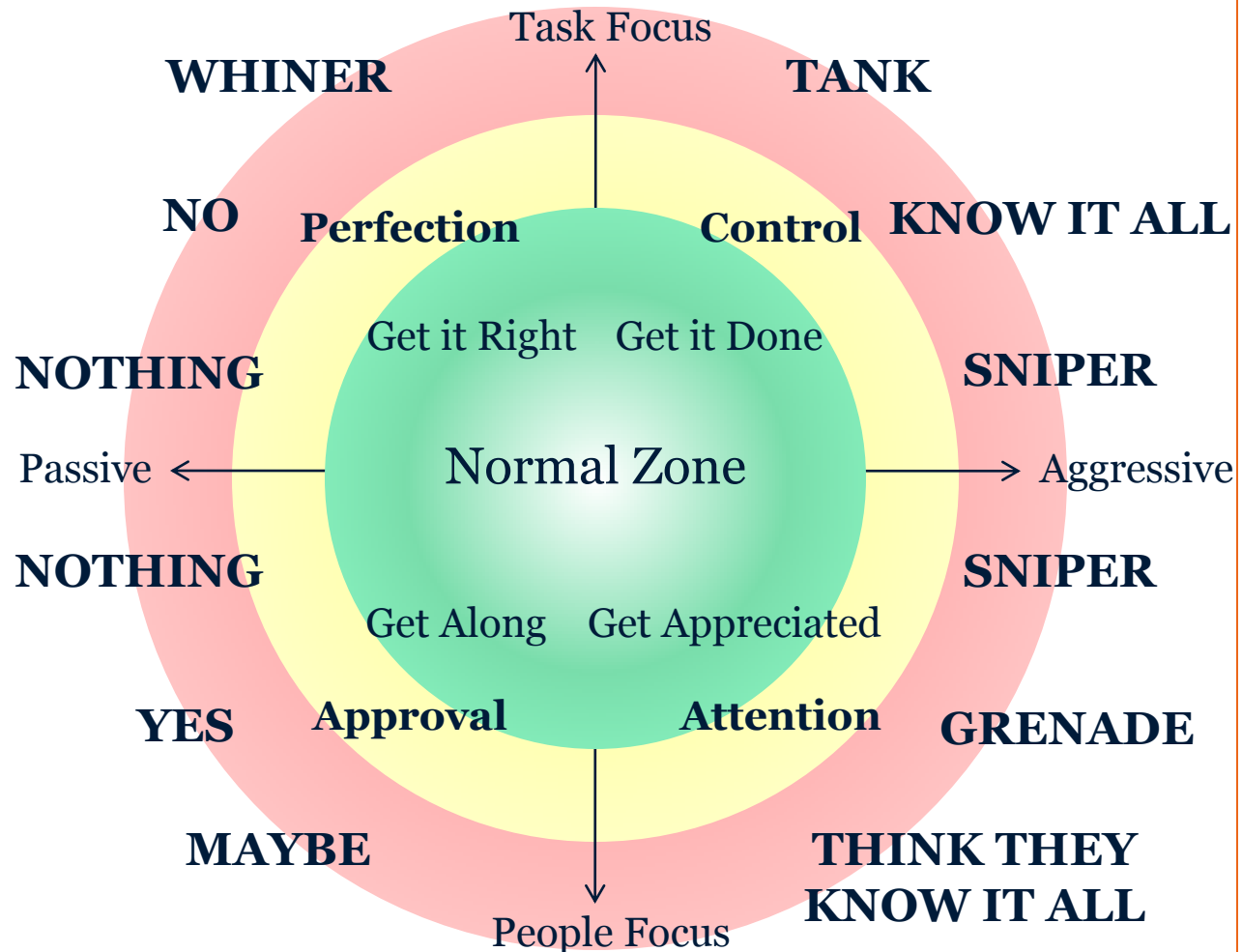
Lens of Understanding

Normal Zone :
Represents a person's very best behavior.

Green Circle:
Represents a person's intent.

Yellow Circle:
Represents a person's reaction when their intents are thwarted.

Red Circle:
Represents the behavior a person can develop when their intents are thwarted.



Them vs. You



1. Do nothing
2. Vote with your feet
3. Adjust your attitude
4. Change your behavior

1. The Tank

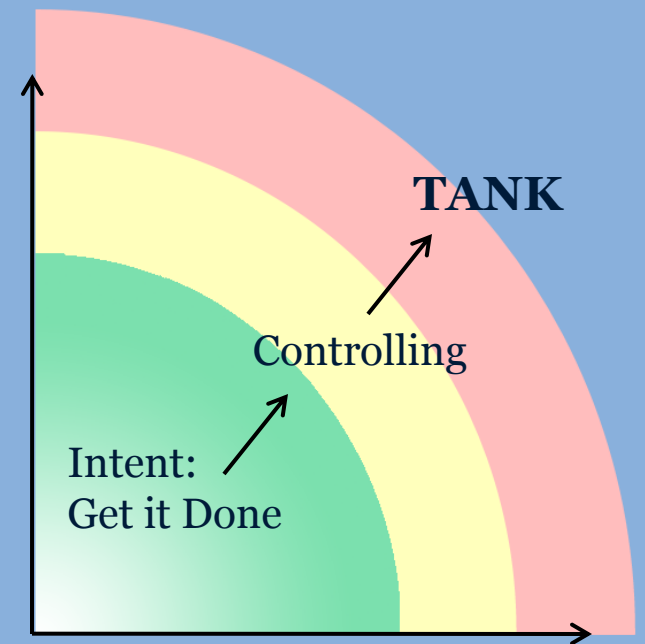


Confrontational and aggressive, the Tank will come after you with laser like precision.

Adjust your Attitude:

Watch your emotions and don't:

- Become the Nothing Person
- Counter attack
- Defend or justify yourself



1. The Tank



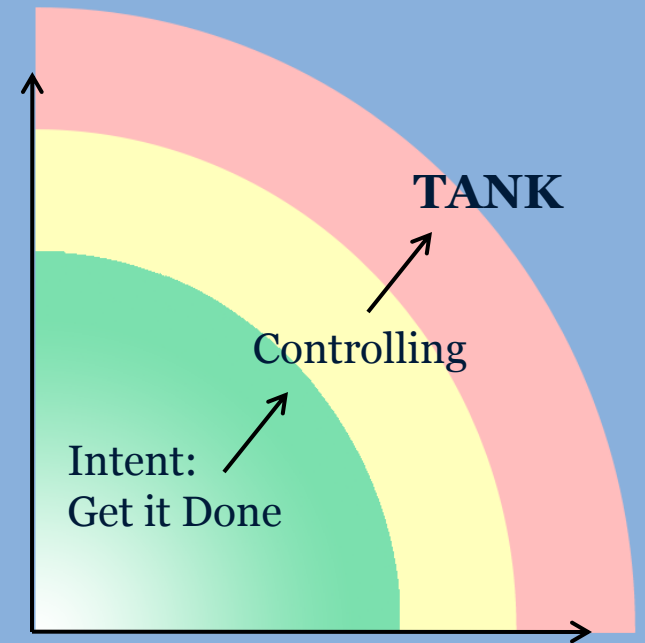
Strategy: Command respect

Change your Behavior:

Step 1: Stand your ground

Step 2: Focus on the problem

Step 3: Leave the door open



2. The Sniper

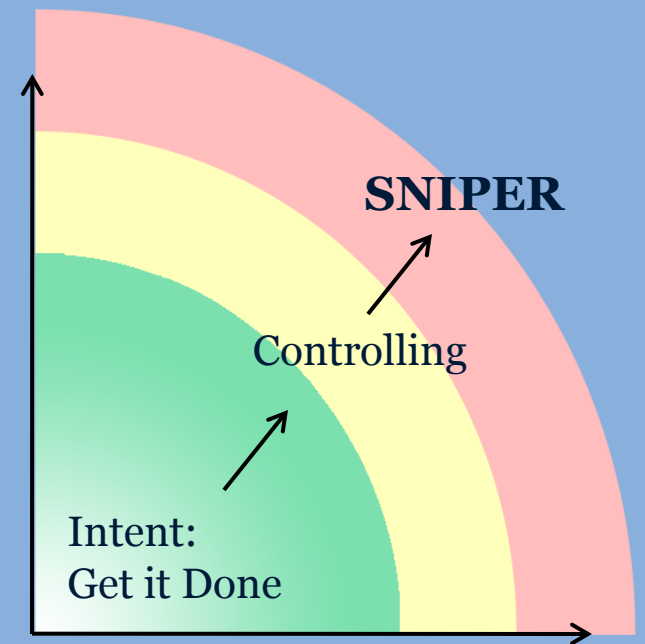


Sarcastic and rude, the Sniper just loves to make you look foolish.

Adjust your Attitude:

Watch your emotions and don't:

- Show that you're hurt
- Lash out or run away
- Take it personally



2. The Sniper



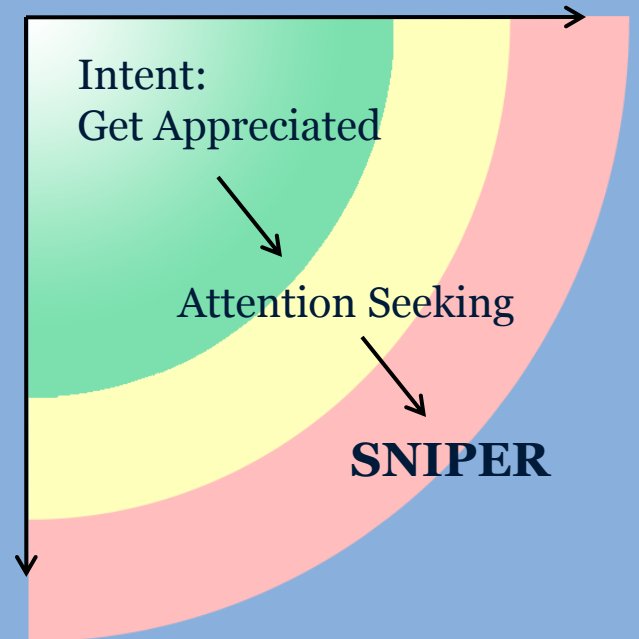
Strategy: Bring the Sniper out of hiding

Change your Behavior:

Step 1: Stop!

Step 2: Searchlight questions

Step 3: Clear the air



3. The Grenade

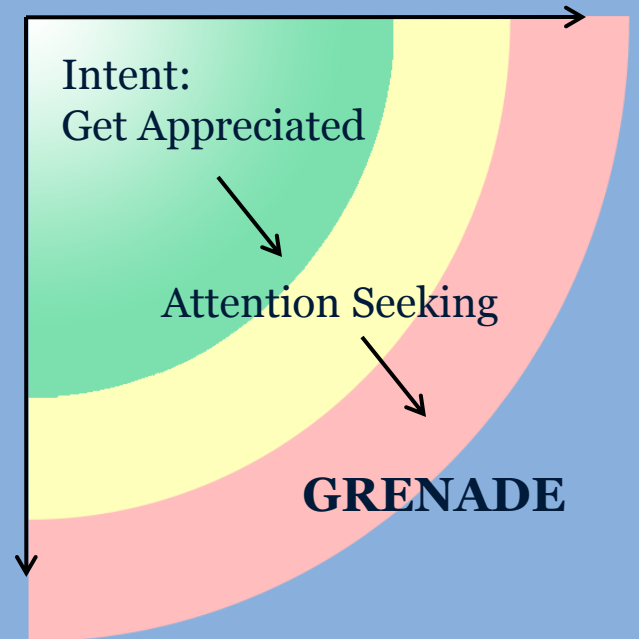


Angry and explosive, the Grenade will launch into an unfocused rant about anything.

Adjust your Attitude:

Watch your emotions and don't:

- Blow up at the grenade
- Hate the grenade



3. The Grenade



Strategy: Take control of the situation

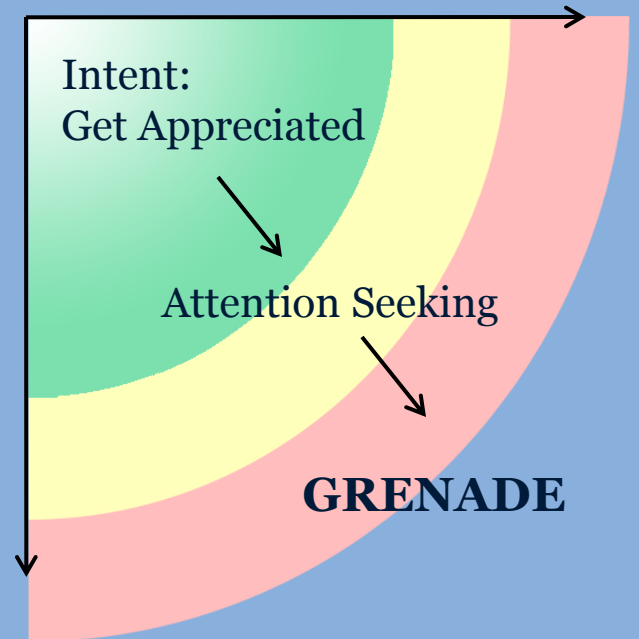
Change your Behavior:

Step 1: Show them concern

Step 2: Talk them down

Step 3: Take a time out

Step 4: Find the pin



4. The Know-it-All

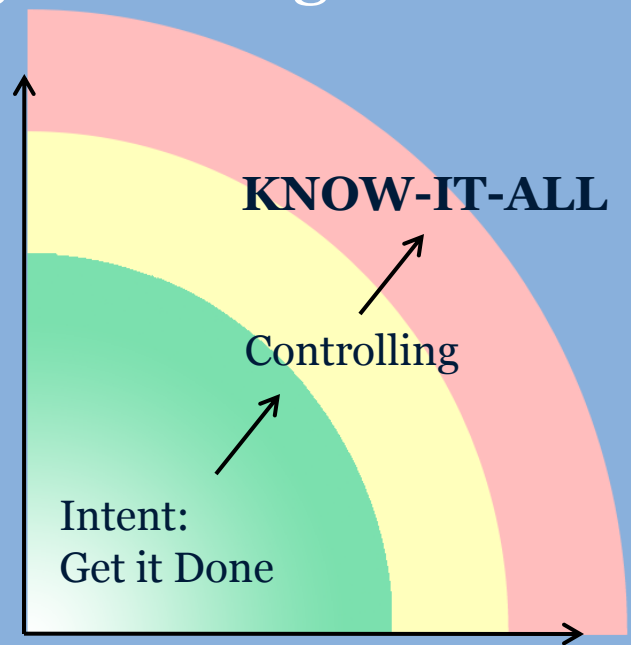


With a low tolerance for correction or contradiction, the Know-it-All is seldom in doubt and quick to call you out when something goes wrong.

Adjust your Attitude:

Watch your emotions and don't:

- Become a Know-it-All
- Resent them
- Let them make you miserable



4. The Know-it-All



Strategy: Open their mind to new information

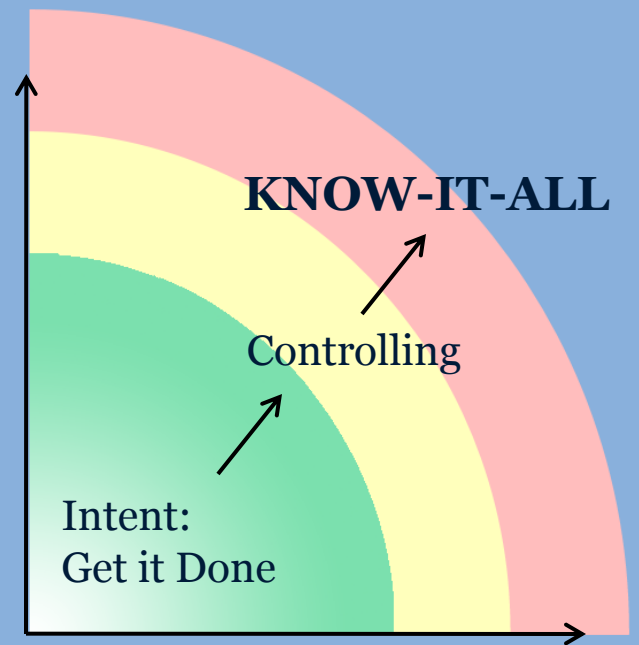
Change your Behavior:

Step 1: Be Prepared

Step 2: Active listening

Step 3: Address known concerns

Step 4: Seek input on new ideas



5. The Think-They-Know-it-All

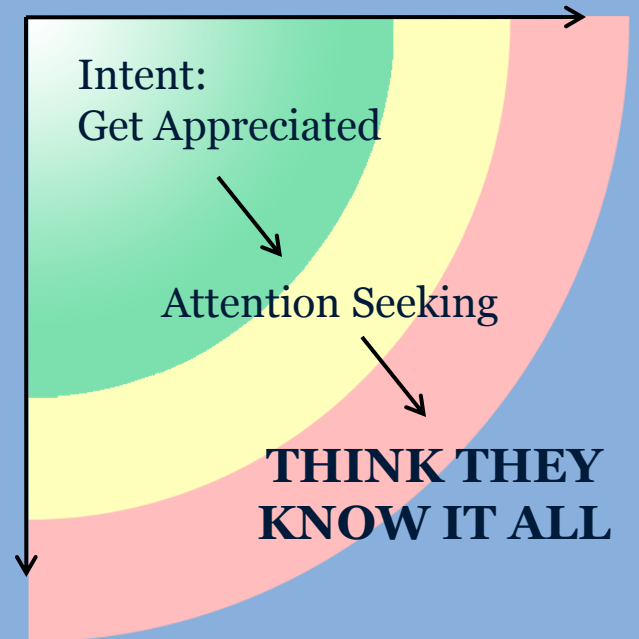


Desperate for attention, the Think They-Know-it-All appears to be a subject matter expert when, in fact, they're not.

Adjust your Attitude:

Watch your emotions and don't:

- Judge them too harshly
- Show them up
- Be aggressive



5. The Think-They-Know-it-All



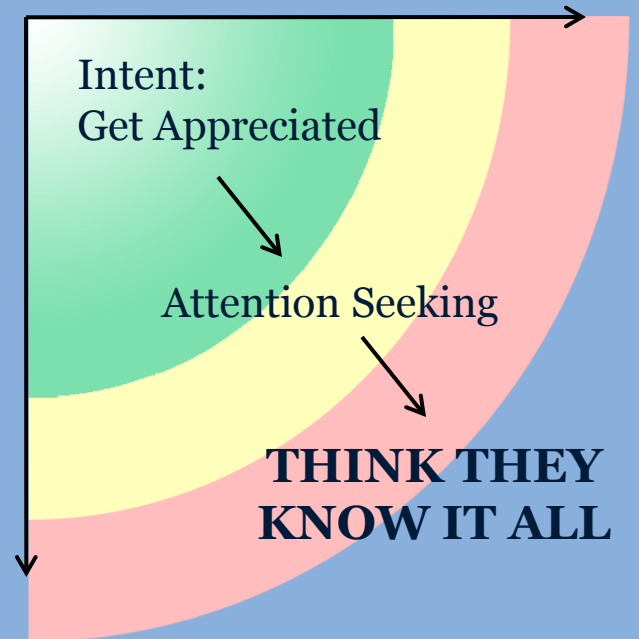
Strategy: Give their bad ideas the hook

Change your Behavior:

Step 1: Give them some attention

Step 2: Ask for specifics

Step 3: Throw them a life preserver



6. The Yes Person

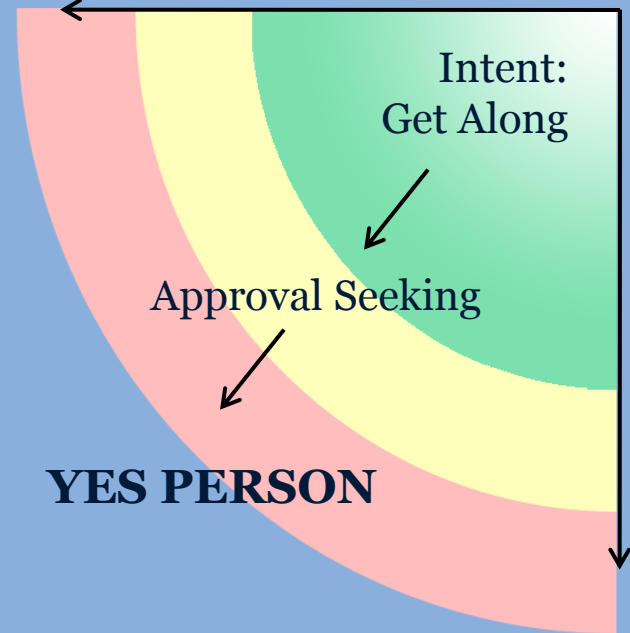


So eager to please, the Yes person will say and do anything to make you happy and avoid confrontation.

Adjust your Attitude:

Watch your emotions and don't:

- Shame them
- Make them angry
- Lose patience



6. The Yes Person



Strategy: Get commitments you can count on

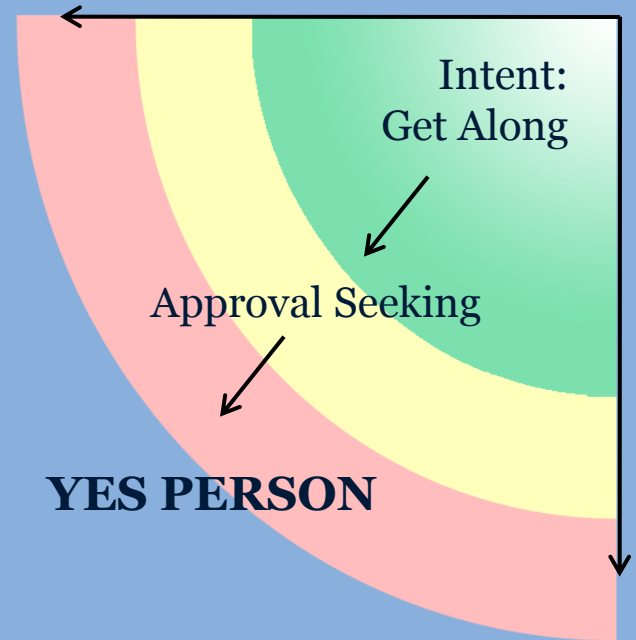
Change your Behavior:

Step 1: Make it safe to be honest

Step 2: Help them learn

Step 3: Get commitment

Step 4: Build the relationship



7. The Maybe Person

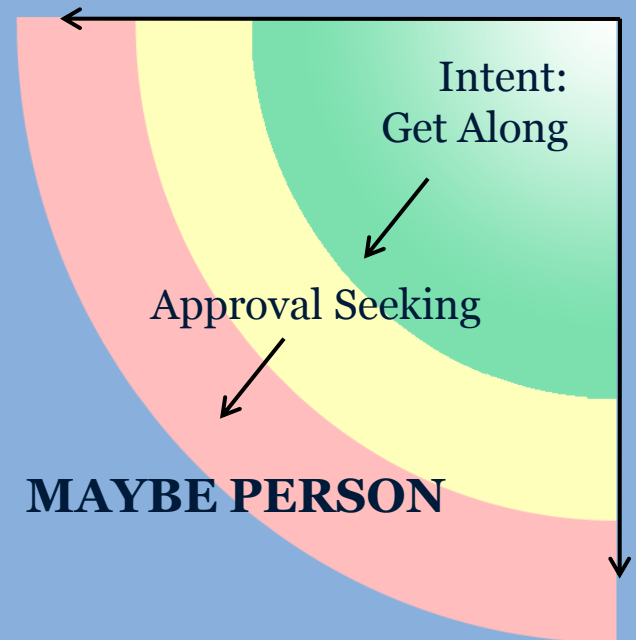


In the hopes of finding a better choice, the Maybe person puts decisions off until it's too late.

Adjust your Attitude:

Watch your emotions and don't:

- Lose patience
- Force them into a decision
- Deal with them while angry



7. The Maybe Person



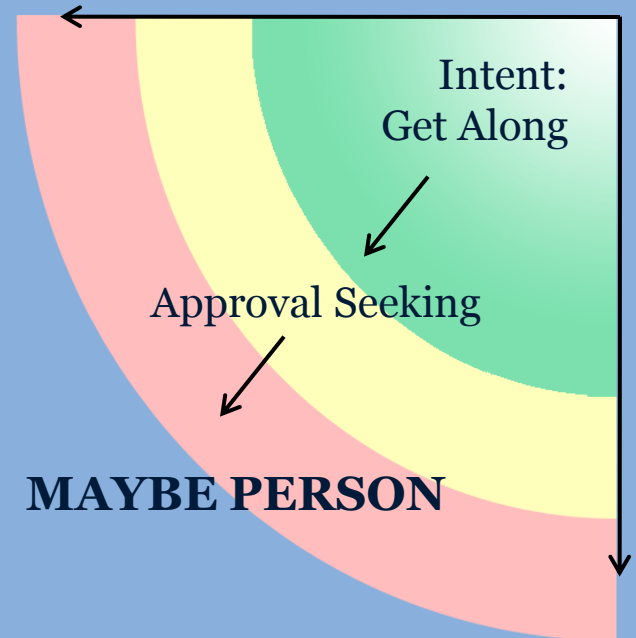
Strategy: Help them learn to think decisively

Change your Behavior:

Step 1: Create a comfort zone

Step 2: Find the obstacle

Step 3: Build the relationship



8. The Nothing Person



With blank stares and no verbal communication, the Nothing person will tell you everything is just fine regardless of whether or not it really is.

Adjust your Attitude:

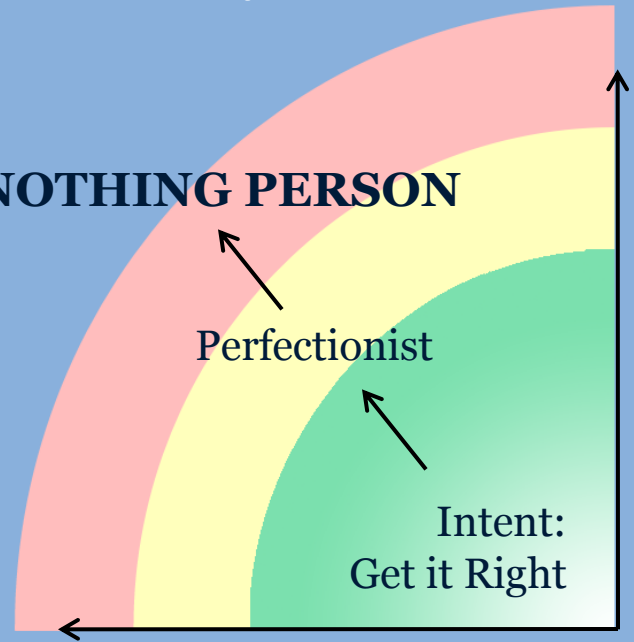
Watch your emotions and don't:

- Become aggressive
- Let your frustration show
- Rush them

NOTHING PERSON

Perfectionist

Intent:
Get it Right



8. The Nothing Person



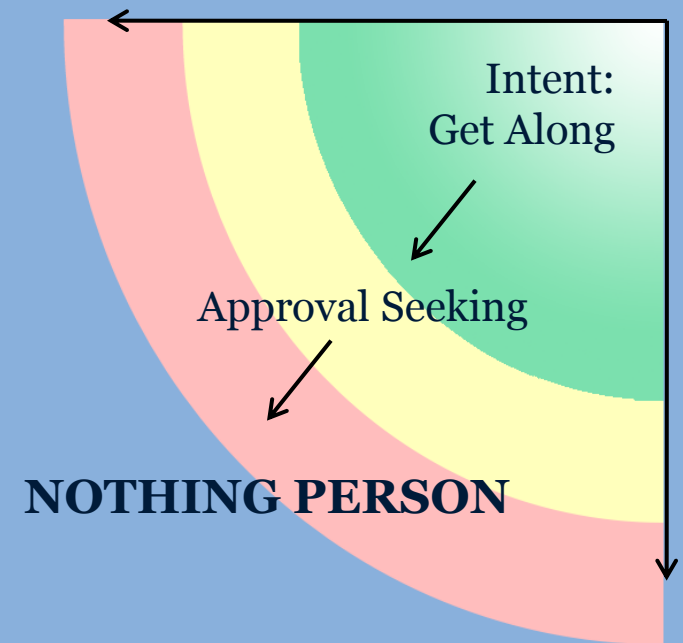
Strategy: Persuade the Nothing person to talk

Change your Behavior:

Step 1: Open ended questions

Step 2: Guess

Step 3: Guilt trip



9. The No Person



With a single syllable the No person can suck the life out of any party.

Adjust your Attitude:

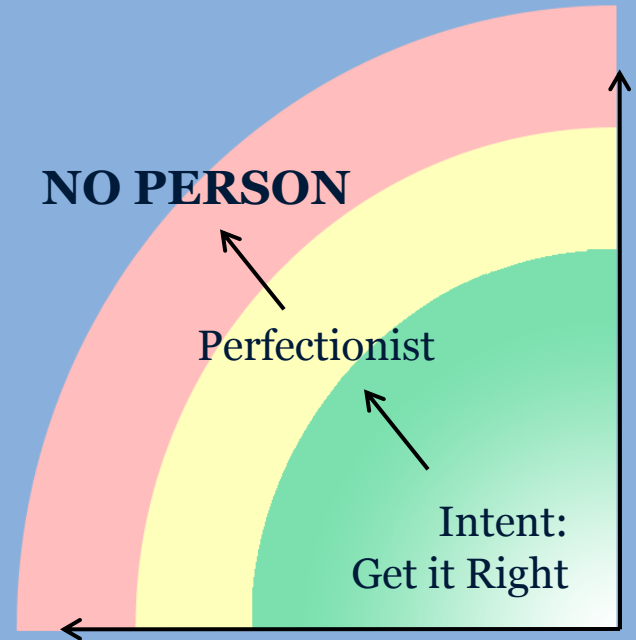
Watch your emotions and don't:

- Show contempt
- Give up

NO PERSON

Perfectionist

Intent:
Get it Right



9. The No Person



Strategy: Transition to problem solving

Change your Behavior:

Step 1: Allow the negativity

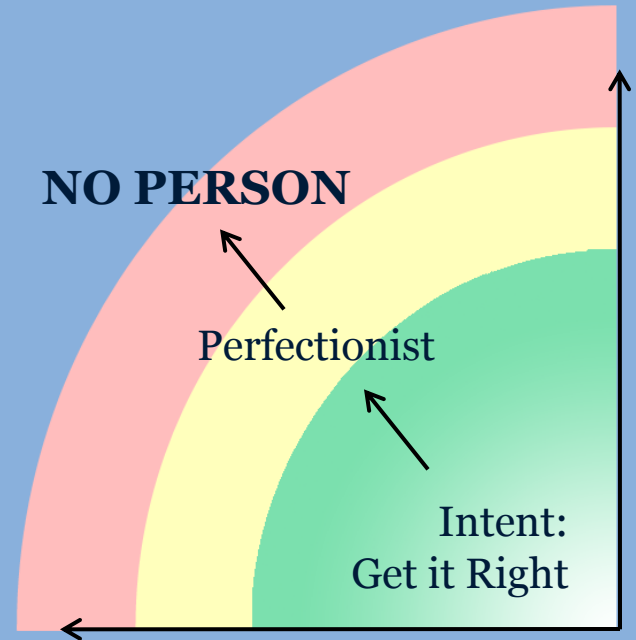
Step 2: Challenge them

Step 3: Praise them

NO PERSON

Perfectionist

Intent:
Get it Right



10. The Whiner

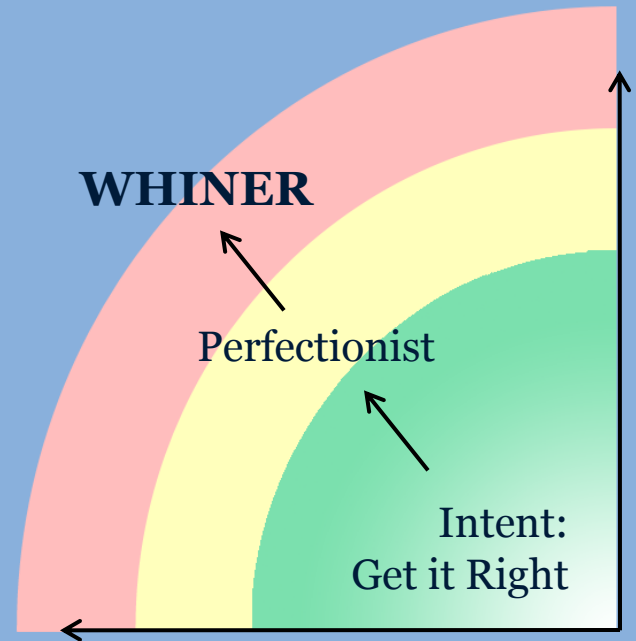


Helpless and overwhelmed, the Whiner just can't resist letting you know just how unfair life is.

Adjust your Attitude:

Watch your emotions and don't:

- Agree with them
- Disagree with them
- Try and solve their problems



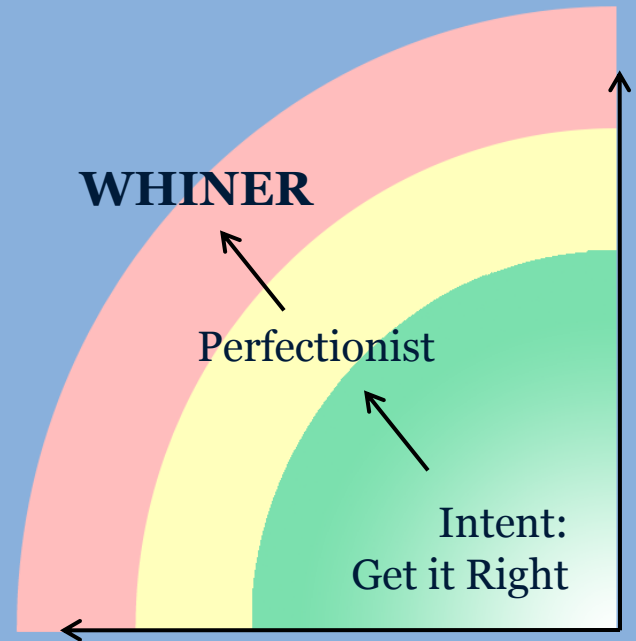
10. The Whiner



Strategy: Form a problem solving alliance

Change your Behavior:

- Step 1: Listen!
- Step 2: Get specific
- Step 3: Get solutions
- Step 4: Draw the line



What's With The 1/2?



- Identify your behavior
 - What is your intent?
 - Practice
- Could it be...

YOU

Get it Right

Get it Done

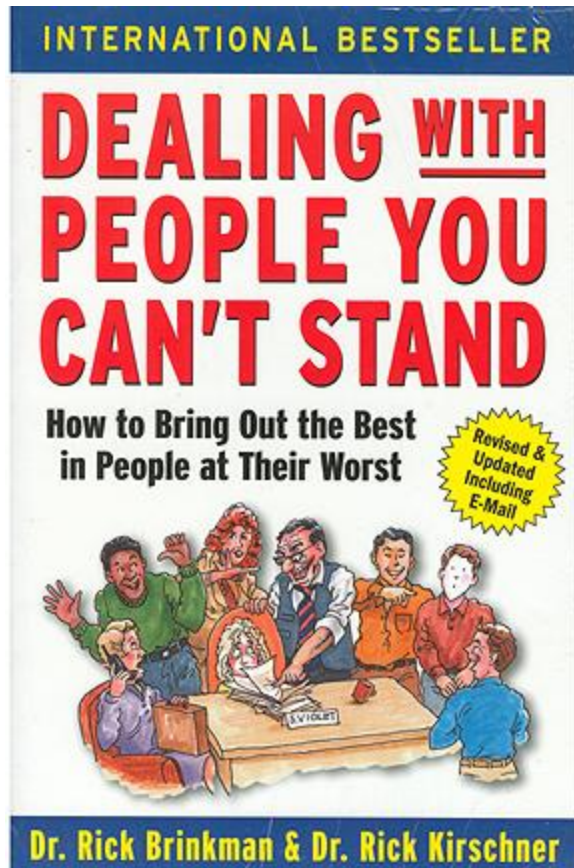
Normal Zone

Get Along

Get Appreciated



More Information



Dealing with People you Can't Stand

Dr. Rick Brinkman
Dr. Rick Kirschner