COMMUNICATING IN DIFFICULT SITUATIONS
DIFFICULT PERSONALITIES

- The Criticizer
- The Indecisive
- The Grumpy
- The Yeller
- The Snitch
- The Whiner
- The Glory Hog
- The Know-it-all
- The Spy
- The Gossiper
- The Negative
- The Instigator
- The Slacker
- The “Favorite”
- The Rambler
AGGRESSIVE TYPES

- Want to force their view point.
- Like to blow off steam.
- May attack verbally.
KNOW-IT-ALL TYPES

- Are “experts”.
- Have no patience for other’s input.
VICTIM TYPES

Often complain.

Feel they are being treated unfairly.
SARCASTIC TYPES

- Use words as weapons.
- Often destroy harmony in a group and cause resentment.
- May be poor team players.
NAY-SAYER TYPES

Have nothing positive to say.

Disagree with all ideas.
Yay-sayer types

Go along with anything.

Looking for approval.
WITHDRAWN TYPES

Are quiet.

Seem to have nothing to contribute.
RESOLVING CONFLICT

What is your style?
AVOIDANCE
AGGRESSION
COMPROMISE
COLLABORATION
RESOLVING CONFLICT SUMMARY

- Avoidance
- Collaboration
- Accommodation
- Compromise
- Aggression
SEVEN STEPS TO FAIR CONFLICT RESOLUTION
STEP 1

Arrange a meeting with all parties involved in the conflict.
STEP 2

Acknowledge that there is a conflict.
When discussing your role in the conflict use ‘I’ statements. Encourage other to do the same.
STEP 4

Ask direct questions.

Who?  What?

Where?  When?

Why?  How?
STEP 5

Confirm your understanding.
STEP 6

Tell the other parties what outcome you want and ask what they want.
STEP 7

Work towards a resolution.
QUESTIONS?