

# Leadership – Dealing with Difficult People

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## **Dealing with Hostile-aggressives**

- Stand up for yourself
- Give them time to voice their concerns/issues
- Get their attention carefully
- Invite them to have a seat
- Speak openly and honestly from your point of view
- Avoid a head-on fight
- Be patient and courteous
- Maintain eye contact
- Show them that you take them seriously

## **Dealing with Complainers**

- Listen attentively to their complaints, even if you feel guilty or impatient
- Acknowledge what they're saying by paraphrasing and checking your understanding
- Don't agree with or apologize for their allegations even if, at the moment, you accept them as true. Just listen.
- Remain objective: state and acknowledge facts
- Problem solve: asking specific, informational questions, ask for suggestions of resolution

## **Dealing with Silent and the Unresponsive**

- Rather than trying to interpret what the silence means, get them to open up
- Ask open-ended questions
- Wait patiently for a response
- Plan enough time to allow you to wait with composure
- Agree on and state clearly how much time is set aside for your "conversation"
- If you receive no response, comment on what is happening and end your comment with an open-ended question