



# How To Deal With Difficult...



Presenter:  
Scott Foster



# Share Success Stories

Success Stories





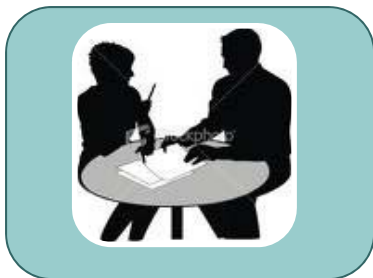
“What caused these conversations to go well?”

AND

“Where did you learn how to do this?”



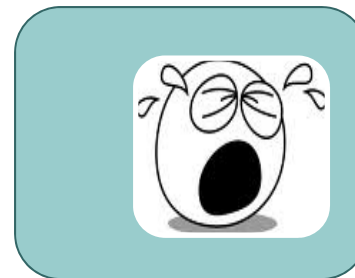
# Dealing with Difficult Situations



The event – what actually happened



What we believe happened- the story we tell ourselves



How we feel about what happened- this determines how we will act



The action- how we act on how we feel- the conversation



# Dealing with Difficult Situations

## Choices

- Stay and do nothing
- Vote with your feet

- 
- Change your attitude about them
  - Change your behavior



# The Lens of Understanding

- What is the motive behind the difficult behavior?
  - Level of assertiveness
  - Focus of attention
  - Intent
  - Assume good intent



# When Do We Speak Up

- Safety Issue? Could it become one?
  - Moral or Ethical Issue? Could it become one?
  - Does not addressing cause rework or a work-around?
  - Would your team function better?
  - Do you find yourself wishing it would all “just go away” so you wouldn’t have to address it?
- 
- If you answered yes to one of the first 2 questions, you have an obligation to address the issue.
  - If you answered yes to any of the other questions, it is in your best interest and that of your group to address the issue.



# Developing a Script

- **Clearing Conflict Communication Method**



- When you

---

---

---

- (facts only - what the other person said or did—NO judgments)

- I feel \_\_\_\_\_ (mad, sad, glad, scared),



- And this is how it affects our working relationship:

---

---

---

- In the future, I ask that

---

---

---





# Next Steps

- Select a difficult conversation you need to have with someone.
- Script the conversation and practice with someone in the room over the next couple days.
- I am available for practice



# TAKE AWAYS

- Separate the conversation from the outcome.
- You cannot control someone else's behavior.
- Your best resources are in the room

# RESOURCES



1. Crucial Confrontations: Tools for resolving broken promises, violated expectations and bad behavior: Kerry Patterson, Joseph Grenny, Ron McMillan ,Al Switzler. New York: McGraw-Hill, 2005
2. Crucial Conversations: Tools for talking when stakes are high: Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler. New York: McGraw-Hill, 2002
3. Dealing with people you can't stand: How to bring out the best in people at their worst: Dr. Rick Brinkman and Dr. Rick Kirschner. McGraw- Hill 1994.
4. Generations at Work: Managing the clash of Veterans, Boomers, Xers and Nexters in the workplace: Ron Zemke, Claire Raines, Bob Filipczak. New York: Simon and Schuster, 1999.

## RESOURCES cont'd



5. Getting to Yes: Negotiating agreement without giving in: Roger Fisher, William Ury, Bruce Patton. New York. Penguin Books, 1991.
6. Perfect Phrases for dealing with difficult people: Susan Benjamin. New York: McGraw-Hill, 2008.
7. Vital Smarts, From the authors of *Crucial Confrontations and Crucial Conversations*. Go to [www.vitalsmarts.com](http://www.vitalsmarts.com) to enroll.
8. What you accept is what you teach: Michael Henry Cohen. Minneapolis, MN: Creative Health Care Management, Inc., 2007.