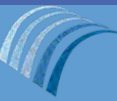


Dealing With Difficult People

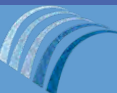
UNDERSTAND & IDENTIFY

BUILD TOOLS & STRATEGIES



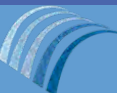
What Is Our Goal?

- Survive
- Show them we are right
- **Bring out the best in others when they are at their worst.**
 - We will need to be at our best
- Use effective speaking and listening skill to deal with difficult people.



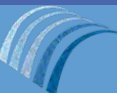
Difficult People Agenda

- Understand Types of Difficult People
 - Who & Why
 - Understand the Why don't focus on the Who
- Tools & Strategies
 - 5 Steps to Good Listening
 - Body Language



Difficult People Agenda

- Difficult People in the Office
 - Some people have Bad Gas
- Difficult Customers
 - Excellent Customer Service even when they don't deserve it
- Regulating Difficult People
 - When we can't just walk away
- Looking Forward



Toxic People in the Office

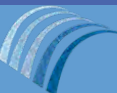


- Thrive on talking about problems
 - Not interested in solutions
- Drama Kings & Queens
- Exciting and Addictive & Poisonous
- You play a role whether intentional or not



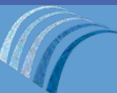
Toxic People in the Office

- Acknowledge your role
- Set Limits
 - How much time am I willing to throw away
- Drive the conversation
 - Point out the positive
 - Compliment the person and transition
 - Find humor
 - Slap them with reality – confront if they persist



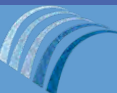
Dealing with Difficult People

- We have choices
 1. Stay / Do Nothing
 2. Walk Away
 3. Change Our Attitude
 4. Change Our Behavior
- Change Your Attitude First then Behavior
- First step in changing your attitude is understanding the difficult person

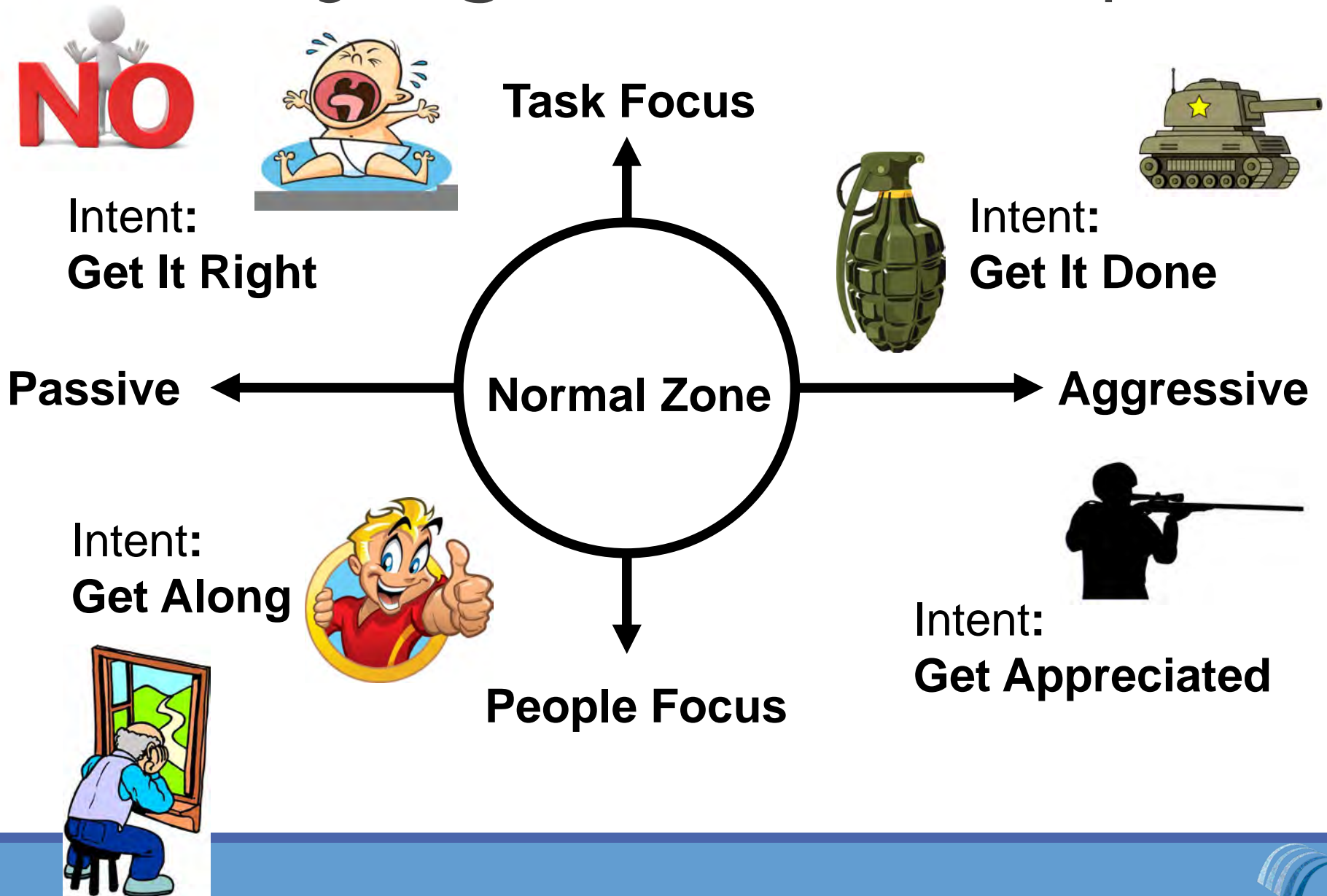


Identifying Difficult People

- Identifying the Person's Intent
 - Be attentive to communication patterns
 - Words, Tone, Body Language
- Every Behavior has a Purpose or Intent
- During times of stress people tend to move out of their comfort zones and become more assertive or more passive

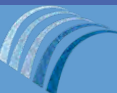


Identifying Difficult People



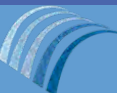
Strategies for Dealing with Difficult People

- Conflict in a relationship occurs when emphasis is on differences rather than similarities.
- Reducing differences or reducing emphasis on differences is key
- Find Common Ground
- Blend & Redirect



Understanding Difficult People

- Blending Depends on Good Listening
- When people speak they want 2 things
 - Evidence they have been heard
 - Evidence they have been understood



5 Steps to Good Listening

1. Blend

Nod your head, make eye contact
Help them see you understand

2. Backtrack

Repeat Using their words

3. Clarifying

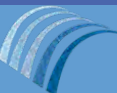
Open ended questions

4. Summarize

Make sure everyone is on the same page

5. Confirm

Are you satisfied?



Body Language Matters

1. Open and at Ease

Never fold arms

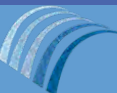
2. Relax Your Face

Tense facial expression send mixed messages

3. Turn Toward the Person

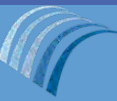
4. Make Eye Contact

Hands away from face



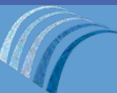
Winning with Difficult Customers

EXCELLENT CUSTOMER SERVICE
EVEN WHEN THEY DON'T DESERVE IT



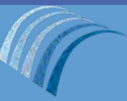
Winning With Difficult Customers

- Customer Service Mode
 - Set aside feelings that its not your fault
- Telegraph Your Intent
 - My goal is to resolve this issue



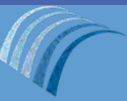
Winning With Difficult Customers

- Keep Your Cool
 - Maintain your professionalism
 - You control your actions
 - Lose control of your emotions and lose control of the situation
- Let the Customer Vent
 - May be all they need
 - Active listening, good body language



Winning With Difficult Customers

- Empathy
- Focus on the Solutions
- Having Difficulty Identifying the Issue
 - What can I do to resolve the issue?
- **Give the Customer a Plan**



Winning With Difficult Customers

- Summary

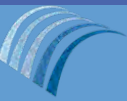
- Take a deep breath
- Listen
- Empathy
- Be positive
- Be helpful

- Do Not Take It Personally

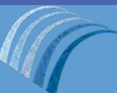
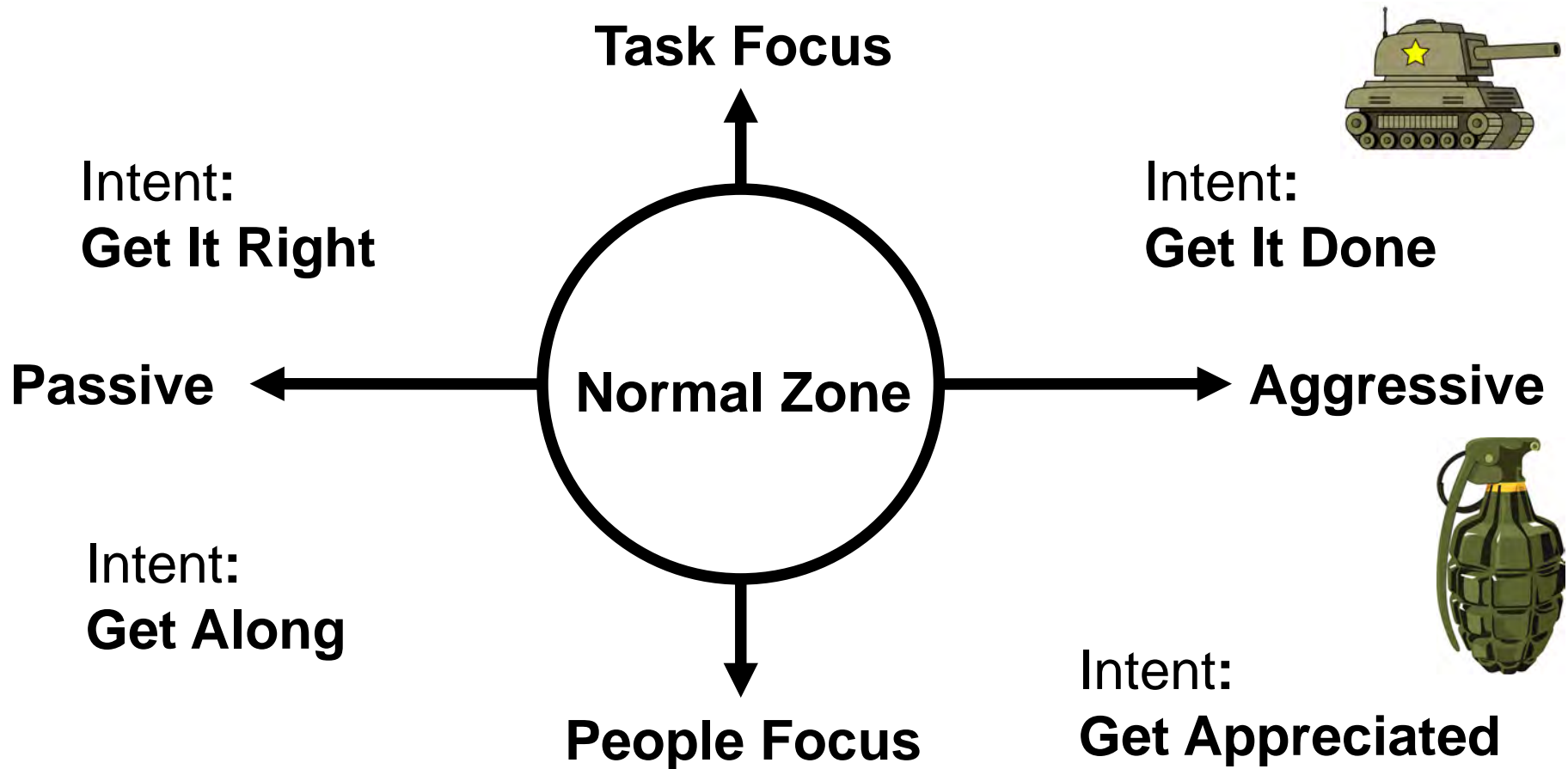


Regulating Difficult People

WHEN WALKING AWAY IS NOT AN
OPTION



Regulating Difficult People



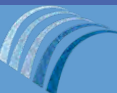
Regulating Difficult People

Identifying the Person's Intent

- Tanks & Grenades

Establishing Common Ground

- No one cooperates with anyone who seems to be against him



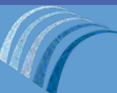
Regulating Difficult People

Blend

- Alter our facial expressions
- Degree of animation
- Posture
- Match speech cadence and volume
- **** DANGER****

Reduce the differences

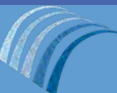
- Failure to blend has serious consequences



Regulating Difficult People

Redirect

- Ask the difficult person for help in correcting the situation.
- Focus on Solutions, NOT on the problems
- Attempt to change trajectory or direction only after we have established common ground
- Redirecting too soon looks like we don't understand or don't care

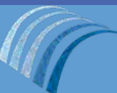


Regulating Difficult People

How do we create common ground with someone who is...

- A terrible installer
- A lazy restaurant owner
- A fraudulent pool operator
- A shady consultant

Use Greek Mythology



Pygmalion Affect

Greek Myth of
Pygmalion

Golem Effect



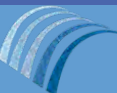
Regulating Difficult People

Pygmalion phrases

- I know you take tremendous pride in your work.
- I know you want your work to be done right.
- I know you would never take shortcuts.
- You are the type of contractor who will not leave until the job is done right.

Danger

- Anything you say may be used against you







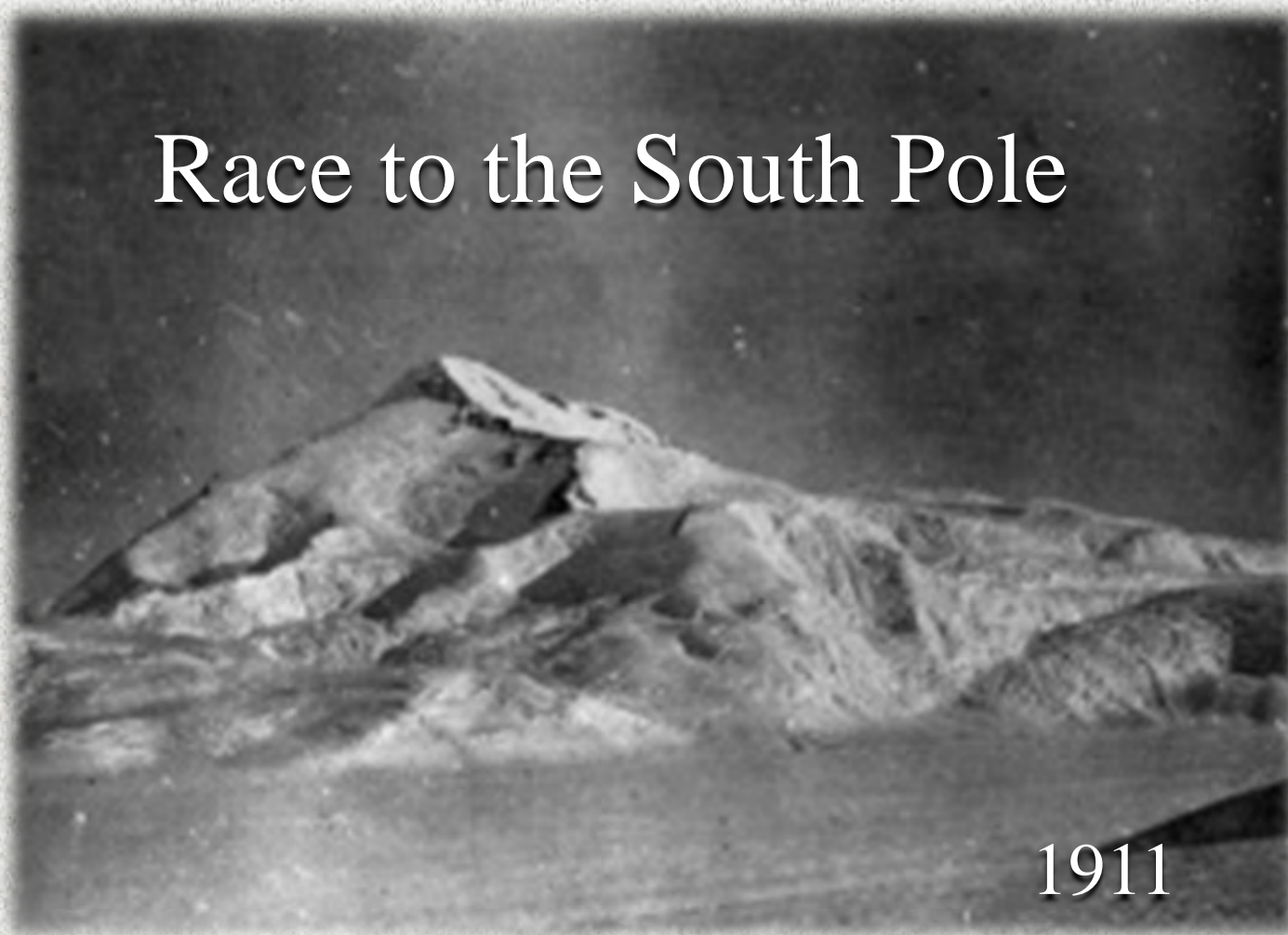


Can I tell you a story?

(an “oldie” but a “goodie”)



Race to the South Pole



1911



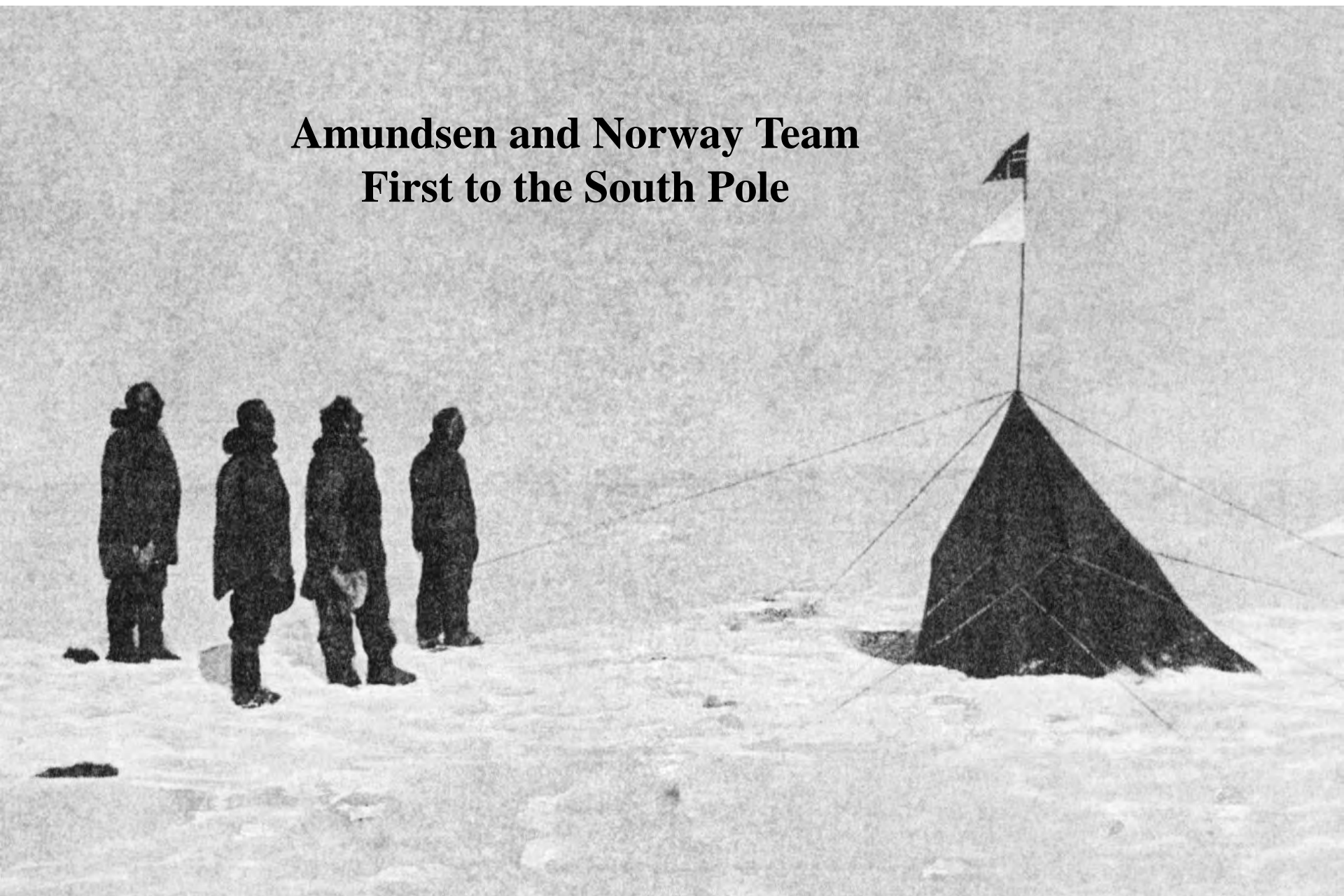
Robert Scott- England



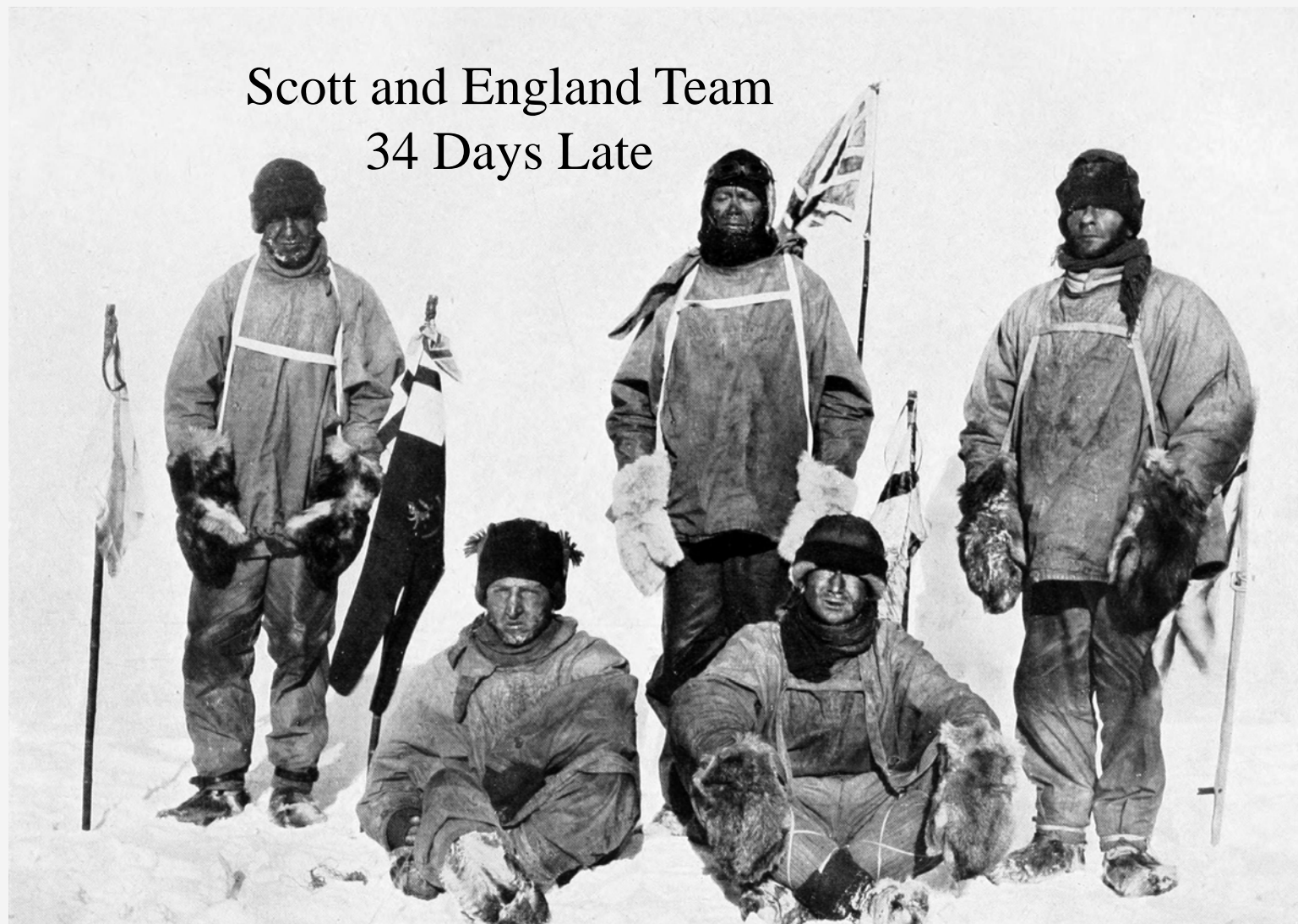
Roald Amundsen- Norway



Amundsen and Norway Team First to the South Pole



Scott and England Team
34 Days Late





.... all from the England team
perish on the return trip





Amundsen

Sled Dogs

Skis

Fur Clothing

Amundsen

“ nonetheless we
have done our 20
miles”

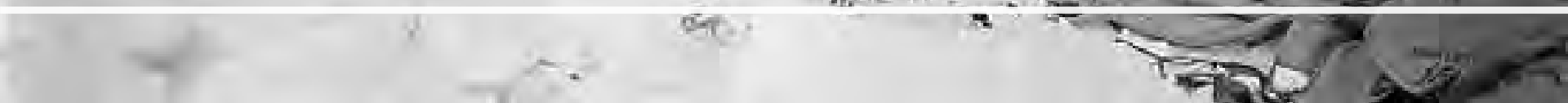


POLAR TRANSPORT.

To face page 102, Vol. I.



Scott Choses Unproven Methods





Ponies



Scott -
Inconsistent
Daily
Distances



A wide-angle photograph of a vast, snow-covered mountain range. The foreground shows a steep, snow-laden slope with some rocky outcrops. In the distance, more mountain peaks are visible under a clear blue sky with a few wispy clouds. The overall scene is bright and crisp, suggesting a clear day in winter.

What's Your 20 Mile March?

- Local Revolutions
 - Opportunity Conversions through Demos
- Exceptional Presentations



Can I tell you a new story?

December 2,
2018

A race to the
South Pole is
underway!



Goal: Cross the
Antarctica Alone

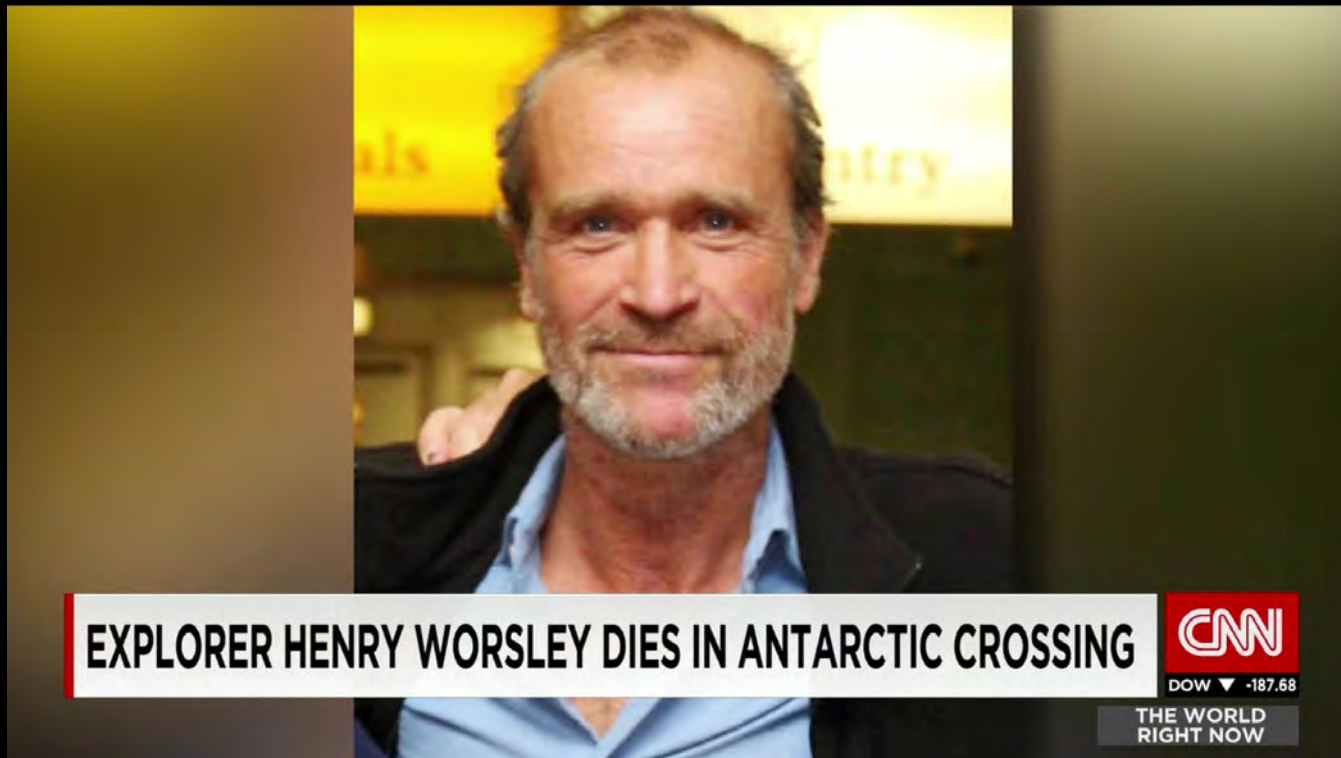
– shore to shore without
any aid or support

Louis Rudd

Age 49

British Army Captain





... after 71 days, 126 miles short of his goal



Rudd learned from Worsley

- Survival in – 60 F
- Navigation in whiteouts
- Identifying scars in the ice marking crevasses
- “Get wet, you die”



Carrying the flag





Training in Iceland





A Surprise Announcement - Colin O'Brady



11/3/18
The Journey
Begins



Guardian graphic

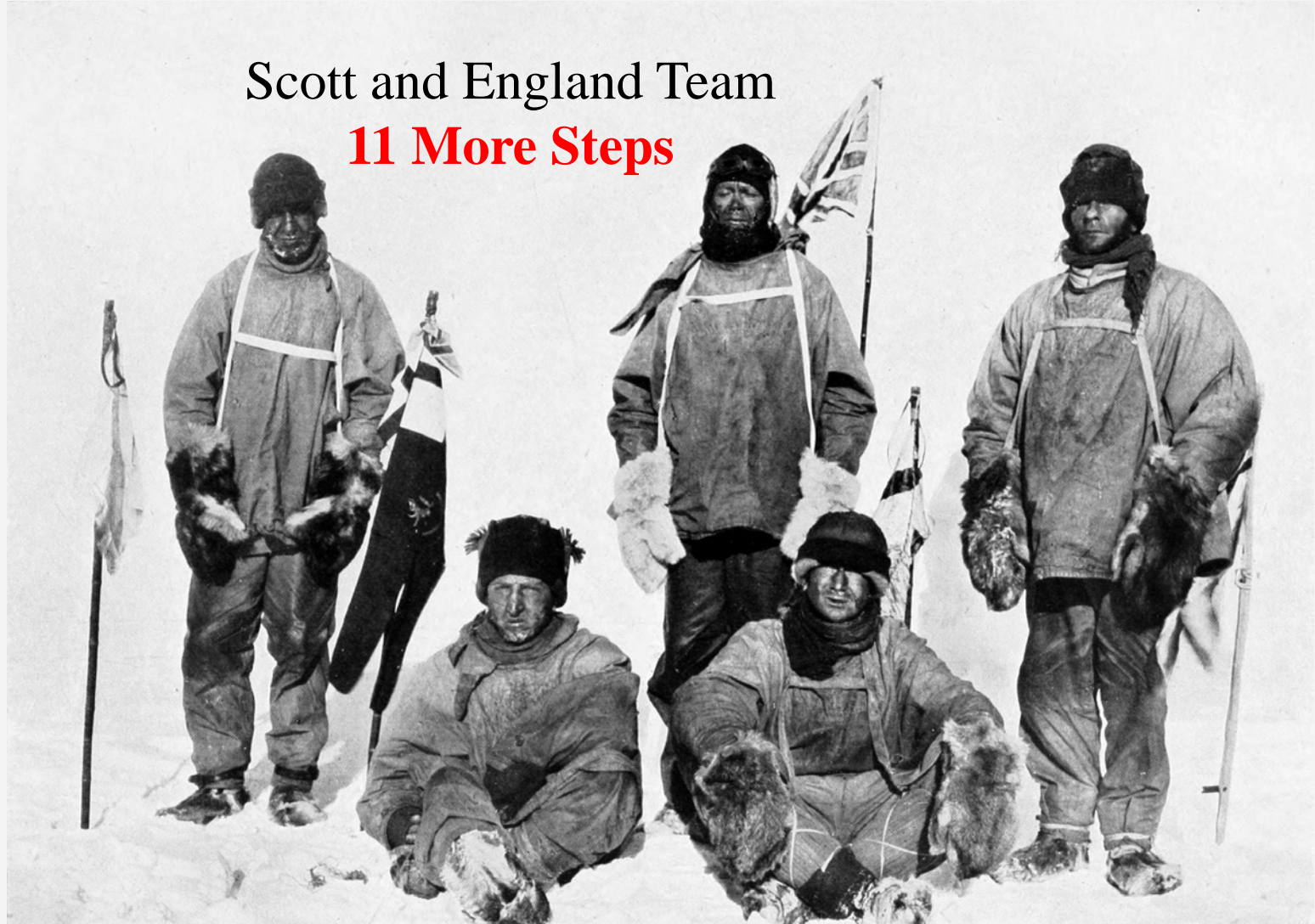




II More Steps



Scott and England Team
11 More Steps







Day 30 - Battling Sastrugi



Day 41

At the Pole

“Go Lou Go!”



Day 54

24.5 miles – a personal best

+ 11 more steps

Worsley's Flag Completes the Journey with Rudd

December 28, 2018
Day 56





Day 56 – II More Steps to Success



SHACKLETON

OUTERWEAR

KNITWEAR

ACCESSORIES

EXPLORERS' CLUB

EXPEDITION



DATE 29 / 12 / 2018

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The Finish (Part One) | Log #55

LOU'S DIARY

"The most epic polar competition since Roald Amundsen and Robert Falcon Scott raced to the South Pole in 1911."
- National Geographic

Day 56 in Antarctica. Lou arrives safely at the end of his journey at 1921 (UK time), Dec 28, and joins Colin O'Brady on the Ross Ice Shelf. They become the first two people in human history to traverse Antarctica solo, unsupported and unassisted. This is the first in a series of final blogs to summarise what Lou has experienced on the Spirit of Endurance expedition...



 **CBS THIS
MORNING**

HISTORIC JOURNEY

EXPLORER LOUIS RUDD IS ONLY PERSON TO CROSS ANTARCTICA TWICE

Play (k)

 CBS



11 More Steps

