DEALING EFFECTIVELY WITH DIFFICULT PEOPLE

Keys to Assertive Communication

Effectiveness

Presented to:
The Maryland Head Start Association
Assertiveness means getting your needs met without infringing on the rights of others. Assertiveness is the balance between being passive or aggressive.
Benefits to ASSERTIVENESS

* Better cooperation
* Better leadership model
* More productivity from employees
* Better working relationships
* Conflict handled more effectively
* Better communication and understanding
INFLUENCE

Circle of Concern

Concern
No power
To change

Influence
Can affect change
Assertive communication is the language of respect.
Interests over Positions

**Position** – what you would like (can be perceived as demanding and confrontational)

**Interest** – why you would like it (is less threatening, and creates better interaction)
What does your difficult person look like?
PARADIGM
The way we see the world

“We don’t see the world the way it is, we see it the way we are.”
-Stephen R. Covey
Genius has been defined as “the ability to think in new directions.” A paradigm shift is a shift in our way of thinking. It means that we must see and think differently in order to be effective.
“The lives of great men (and women) remind us all that our lives can be sublime, and departing, leave behind our footprints on the sands of time. “

-Henry Wadsworth Longfellow
PARADIGM SHIFTING QUESTIONS

- Is there information that I haven’t considered?
- Why is this person behaving this way?
- What impulsive or reactive behavior am I exercising?
- Has any of my improper behavior influenced this?
- What are the benefits to working through this?
- What are the consequences to reacting unwisely?
- Am I using wisdom in this situation?
The Platinum Rule

“Do unto others as they would have you do unto them.”

QUESTION

Are you scratching where they are not itching?
What’s your style?

- Analytical
- Driver
- Amiable
- Expressive
ANALYTICAL

**Strengths**
- Even tempered
- Methodical
- Precise
- Orderly
- Accurate

**Challenges**
- Slow-moving
- Reserved
- Dull
- Reclusive
- Perfectionistic
**Strengths**
- Direct
- Organized
- Achievement driven
- Bold
- Focused

**Challenges**
- Dogmatic
- Inflexible
- Overly critical
- Unfeeling
- Inaccessible
Strengths
* Team player
* Sensitive
* Peacemaker
* Available to help
* Kind
* Listens well

Challenges
* Indecisive
* Can be wishy-washy
* Can be overly sensitive
* Can be too involved
* Slow to confront
Strengths
* Confidence
* Good communicator
* Driven
* Open to change
* Convincing

Challenges
* Long-winded
* Impatient
* Domineering
* Manipulative
* Unfocused
Although verbal communication is very important, words only account for a mere 7% of our message.
ACTIVE LISTENING

* Eye contact
* Open body posture
* Cease activities
* Seek first to understand, then to be understood
* Nodding
* Empathy
What is my body projecting?

* Eyes
* Facial expression
* Arms
* Legs
* Hands
* Posture
What are my words implying?

* Anger
* Complaining
* Boredom
* Insensitivity
* Insensitivity
While “You language” implies blame, “I language” accepts personal responsibility.

Example – “I noticed that the project we spoke about didn’t get completed this week. Would you mind sharing with me what happened? “
“When you do ______________, I feel ______________ because of __________. Going forward, I would like ______________ action.”
5 Steps to Effective Confrontation

1. Have a confident posture or stance
2. Look them in the eye
3. Speak clearly, calmly, and directly
4. Speak specifically to the problem at hand
5. Give them expectations for future behavior
Thank you so much for taking the time to come to my workshop, and please enjoy the rest of the conference.
God bless you!

If I can answer any questions for you, please feel free to visit our website at:
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