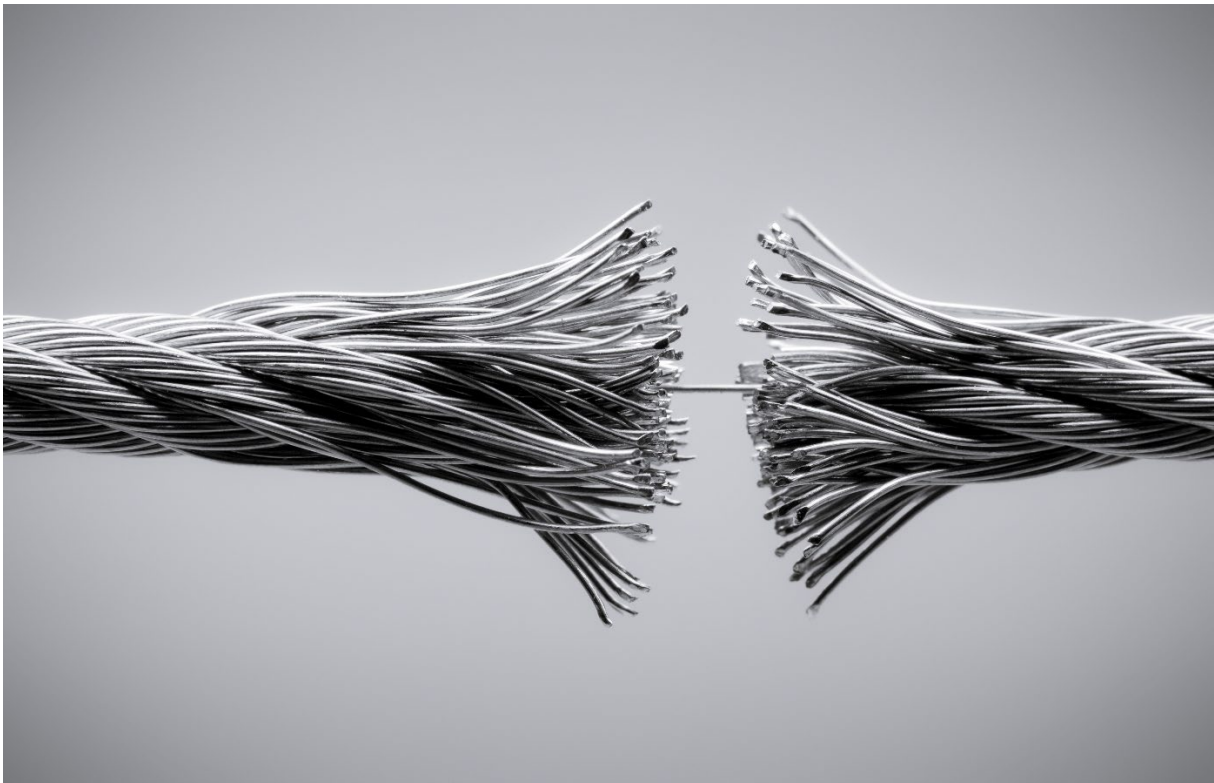


Welcome to Dealing with Difficult People



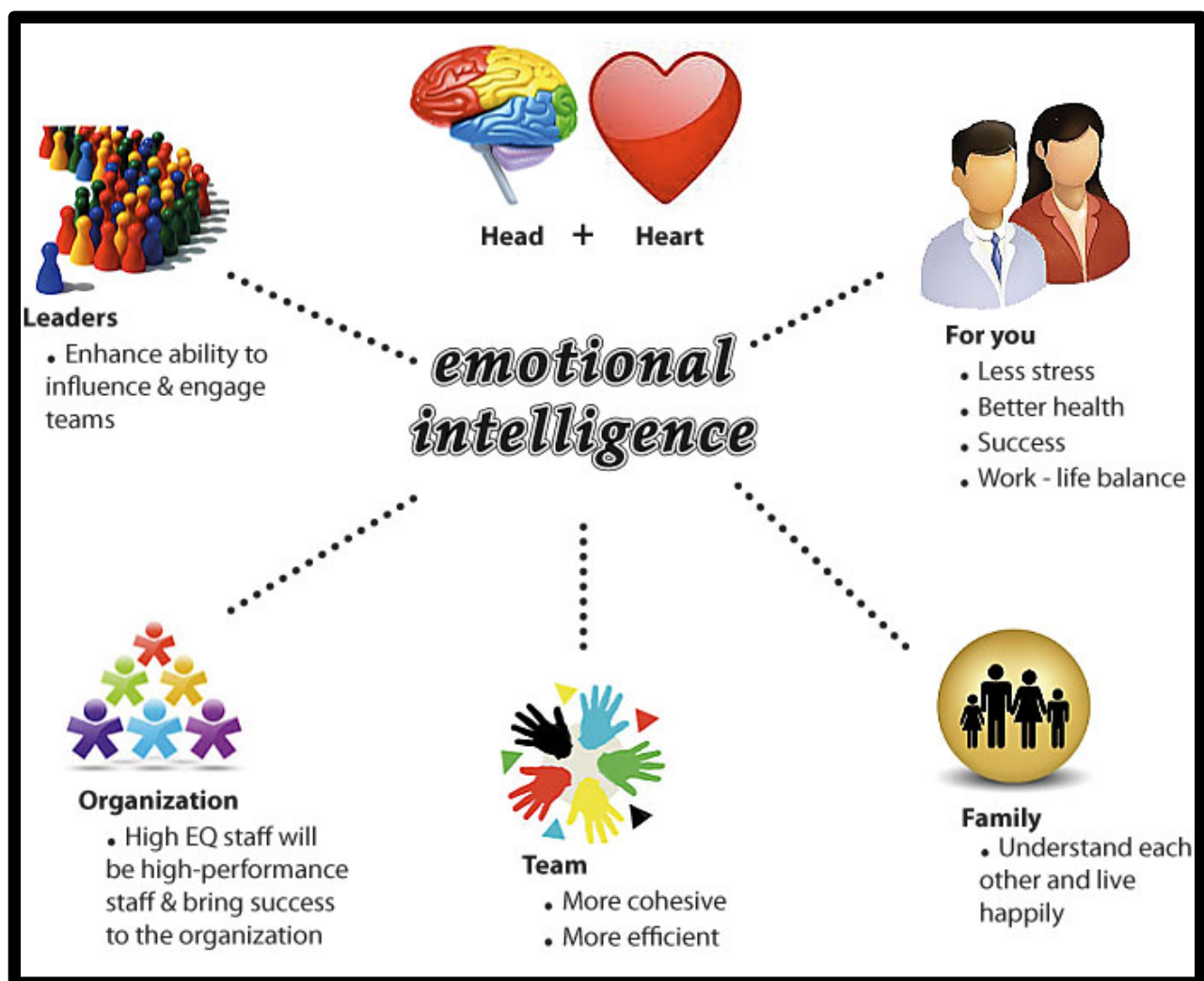
Presented by:

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Human Behavior Reminders:

- People behave as they do because it has worked for them in the past.
- If you are reactive, you become part of their game.
- The primary leverage you have is your ability to change your part in an interaction.
- By not reacting as they expect, you change the outcome of the interaction.



Think about how you LISTEN, take the LEAPS!

Listen

Empathize

Ask

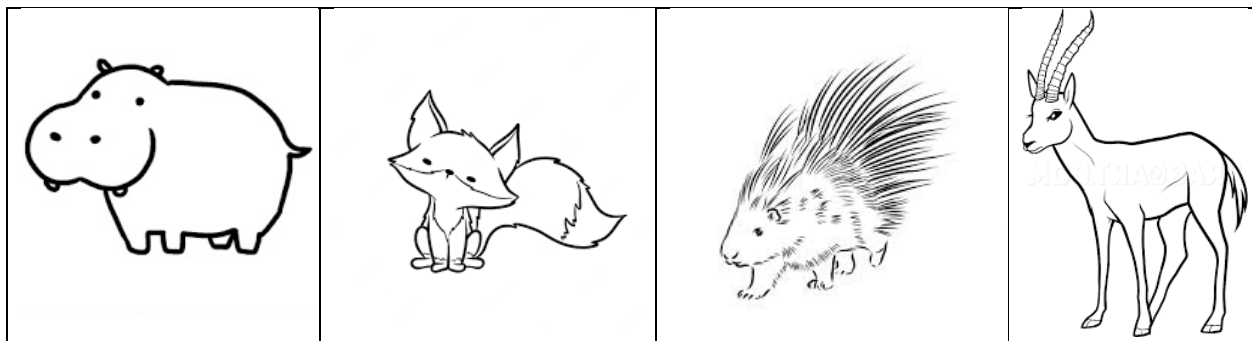
Paraphrase

Summarize

+++++

**Styles and Strategies for Communicating with
difficult people (and hopefully alleviating stress
for you both!)**

Who are typically your:



**Think of a common issue that causes you stress, and
how these three different communication styles will
express the issue differently.**

Supportive Climates

Non-judgmental

Supports spontaneity

Egalitarian

Empathetic

Allows adjustment in uncertainty

Defensive Climates

Evaluative and blaming

Manipulative

Indifferent to individual need

Condescending

Dogmatic in Certainty

Ideal supportive climate model: SCOPE



Supportive

Credible

Open

Participatory decision making

Emphasis on high-performance

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Rhetorical Approaches

Traditional Rhetoric

Invitational Rhetoric

Passive Resistance

Confrontational Rhetoric

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Notes and Questions:



Thank you!