


How to Communicate with Difficult People



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How much have you laughed today?



Experts

The ones that think they know it all

Check in with yourself:

- Acting out of spite?
- Person bugs you?

Aggressors

Trying to FORCE their opinion on you

Your sanity:


- Don't catch the ball
- Breath
-
-



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Whiners

Instead of offering them cheese...



- Uncover their point
- Shift to a solution

Non-committers



Will she or won't she?

- Feelings are good
- Support them

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$$E + R = O$$

You are only in charge of your response



Remember:

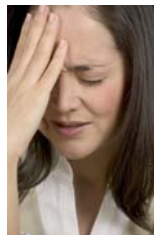
- BELIEVABILITY
- KNOW YOUR AUDIENCE
- LISTEN WITH YOUR EYES
- STAY ON MESSAGE



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4 Myths About Change

1. Change is simple.



a. Habits in what we do

b. Habits of how we think

Myth 2. Change just takes willpower

Willpower:



Myth 3. "It's just the way I am"
(not in control)



- Step 1:
- Step 2:

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ABC Test

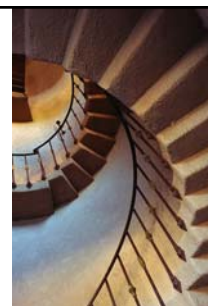
- A =
- B =
- C =



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Spiral of Change:

- Pre-contemplation*
- Contemplation*
- Action*
- Maintenance*
- Termination*



Myth 4. People don't really change



- Attitude check—
what are you saying?
- Mantra?

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Non-Violent Communication

- You are not angry
- The cause of anger lies
- Anger energy is

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Challenge yourself:

- Is it true?
- Can I absolutely know that
it's true?
- How do I react when I think
that thought?
- Who would be I without
that thought? & **turnaround**



Steps to Expressing Anger

- Stop
- ID your
- Connect with
- Express feelings and



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