


How to Communicate with Difficult People



Kari Berit
PRESENTS
speaker, author, consultant



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
-
-



©2011 Kari Berit Presents, Inc.

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

©2011 Kari Berit Presents, Inc.

$$E + R = O$$

You are only in charge of your response



Remember:

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



©2011 Kari Berit Presents, Inc.

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:

©2011 Kari Berit Presents, Inc.

ABC Test

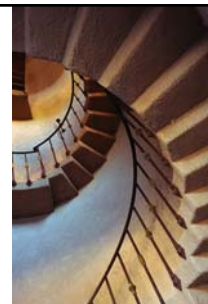
- A =
- B =
- C =



©2011 Kari Berit Presents, Inc.

Spiral of Change:

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



Myth 4. People don't really change



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

©2011 Kari Berit Presents, Inc.



Non-Violent Communication

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

©2011 Kari Berit Presents, Inc.

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



©2011 Kari Berit Presents, Inc.