



LEADING DIFFICULT OR DIFFERENT PEOPLE

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The 5 most challenging people to lead:

1. The _____ person
2. The _____ person
3. The _____ person
4. The _____ person
5. The _____ person

Regardless of the type of person, there are a few common responses that never work well:

1. Avoid the person and the situation.
2. Give in and surrender.
3. Allow the behavior to continue.
4. Pass the buck to someone else to handle the situation.
5. Power up and conquer.

You must believe and remember ...

1. You are responsible for how you treat others.
2. You may not be responsible for how they treat you.
3. You are responsible for how you react to those who are difficult.

- _____ the environment.
- _____ before you begin.
- Keep _____ on the objective.
- _____ clear expectations.
- Don't put up with _____ or _____ issues.
- Show _____.
- Truly _____.
- Don't _____ compliance.
- Take _____ for the conflict.
- Summarize the _____ and _____ of both parties.
- Ask what you can do to _____ the disagreement.
- _____ their name frequently.
- Say " _____ " in a nice way.
- Clearly set _____ and _____ for the conversation.
 - My first boundary is _____.
 - My second boundary is _____.
 - My third boundary is _____.
- _____ them to higher ground.
- _____ your battles.
- _____ on solutions.
- _____ wisely.