

How To Deal With Difficult People

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Teaching Moments

1. Listening

Notes:

2. Be in the moment – not thinking ahead

3. Stand in the person's shoes / Empathy

4. Honesty

5. Vocal technique

Speak Slowly

Breathe

Pause

Repeat Yourself

Nurturing warm tone

Let the words LAND

6. Body Language – *leaning in*

7. Eye Contact

8. Touch

9. Support the person/Respect the person

10. If confused, ask “What do you think the problem is?”

11. Bond-Work as a Team “We’re”

12. Sit down – person's level

13. Saying, “I am sorry”/ I wish this were not happening / How can I make this better?

Notes: _____

14. Name the emotion

15. Humor

16. Set boundaries and limits

17. Anger is a cry for help!

Snoopy lick theory

Fair witness

You are not the target!

Breathe—to relax and stay calm

Time out- “Excuse me for a moment”

18. Trust happens in a moment

19. Ask person – “What are your expectations?”

20. Empty cup theory

21. Mind of a Martian

22. Silence is important

23. Smiles can melt the person

24. Share yourself/ be vulnerable

25. Say what you’re feeling, e.g. “I am frustrated.”

26. Give choices and alternatives

27. Formulate a plan with the person

28. Come from your **HEAR**

29. Goal of successful interactions is to **CARE**

30. Gentleness is the key!