

Collect for Club Women

*Keep us, Oh God, from pettiness; let us be
large in thought, in word, in deed.*

*Let us be done with fault-finding and leave
off self-seeking.*

*May we put away all pretense and meet each
other face to face, without self-pity
and without prejudice.*

*May we never be hasty in judgement and
always generous.*

*Let us take time for all things; make us to
grow calm, serene, gentle.*

*Teach us to put into action our better
impulses, straightforward and unafraid.*

*Grant that we may realize it is the little
things that create differences, that in
the big things of life we are at one.*

*And may we strive to touch and to know the
great common human heart of us all,
and, Oh Lord God, let us forget not
to be kind.*

Mary Stewart | April 1904.



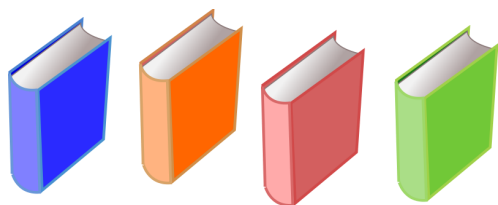
California Federation of Women's Clubs



Dealing With Difficult People 2020-2022

Dealing with Difficult People

Let's start with a definition .



We all know at least one person we believe is difficult.

- ♦ They would be are rude
- ♦ They would be a know-it-all.
- ♦ They interrupt all the time.
 - ♦ They are manipulative
- ♦ They never take responsibility for their for their actions or feelings.
 - ♦ They are judgmental.
 - ♦ They are inconsistent.
- ♦ They make you prove yourself to them.
 - ♦ They make you defend yourself.
 - ♦ They are not caring, supportive, or interested in what's important to you.
 - ♦ They play the victim and try to make you feel guilty for that.
- ♦ It is always your fault even if they didn't follow the instruction or meet the dead-lines.

Stay Safe

When dealing with difficult people you must also think of your safety and sanity .

Establish boundaries– Do be careful about being alone with those people.

Maintain an emotional distance-this requires awareness of your emotional state.

Watch out for irrational people– no amount of empathy or sympathy will help and they will drive you crazy.

Be physical aware of people lashing out at you.

Smart people know not to get vested in a fight with a toxic person, Live to fight another day.

You must focus on Solutions not just the problems. Toxic persons focus on the problems not the solutions.



Are you a difficult person to deal with?

You can't keep friends.

People fear approaching you.

People find you hard to love.

You feel left out.

You whine when dealing with people.

You are moody for no reason.

You are depressed for no reason.

You won't or don't listen to advise.

You don't listen when people try to explain things to you.

You often say how difficult people are to deal with. Never asking if it is you who is the issue



If you have 3 or more of these issues, try to look deep within you and make some changes.

Meditation could be helpful or practice mindfulness.

If you have 4 or more of these issues, consider other types of help including professional help.

Things not to do when dealing with difficult people.

Don't give them the floor and let them run wild.

Don't return anger with anger.

Don't act defensively.

Don't argue.

Don't try to convince the person of anything.

Don't Smile like your taking what they say as a joke.

Don't judge.

Don't Say, "I understand."

Don't demand compliance.

Don't say "Calm Down."

Think about how you would react if someone said or did any of these things to you when you were upset, trying to make a point or even angry. Let alone if you are a difficult person.



Things to do keep the situation Calm

For all of these suggestions try and distance yourself from the fight or situation in your mind.

As an inspector 75% of the people I dealt with started out difficult until they found out I would listen to why they did whatever it was. I did really listen to what they had to say. The key here is to be honest, listen and hear them while remaining calm, I was judging their excuses not them as people and I always respected everyone I dealt with.



Listen– Everyone wants to know you are listening to them. Active listening can be useful. Repeat back to them what you heard them saying to you.

Stay Calm– Try not to get caught up in the heat of the argument . If you need to take slow deep breaths.

Don't Judge– very hard thing to do. They may be fearful or vulnerable. If you know them it might be difficult.

Try and reflect respect– Try your hardest to be respectful. It may be difficult .

You're at a lectern

Don't reward someone for interrupting you as the speaker, keep talking.

Unless you're a comedian, don't try to be real funny. It will most often backfire.

Stay Cool , Calm and smile.

Sometimes it is better to let them have their say. Stop them if it goes on too long.

Listen to them and respond to them.

Do not look at them when ending your response . They will think it's okay to ask something else.

Ask them to stop and say you will answer questions at the end after the prestation.

Don't worry about it & get back to your subject.

Get the group on your side if you must.
Be kind & nice.



Giving a talk

Remember to always keep your voice calm & Cool. Smile.

If you can walk around while you are giving a speech walk close to whisperers or talkers and just stand there.

An other thing to do is to stand next to the talkers and talk louder and louder until they get the hint.



Stop speaking until everyone looks at the talker and they again get the hint.

Ask them to share what ever they are talking about.

Join in their conversation. You know you are right Sally or Joan don't know anything about the up coming event but I am sure you know much more.



Look for the hidden need. What is this person really trying to gain? What is this person trying to avoid? Can you find common ground to help this person get what they want? Maybe not but try.

Don't demand compliance. You really need their compliance agree with them. "You are right" this is not working the way we thought it would. But it is all we have so please let's do it. By agreeing with them you are both on the same side and there is no argument.

Keep extra space between you and the person. I had this work really well at the State Fair one year. The man finally calmed down when he understood I didn't want to get to close to him and I was backing away.

Saying, "I'm sorry," or, "I'm going to try to fix this," can go a long way toward defusing many situations. It never hurts to say you are sorry. But if you know the person and they are pushing your buttons use another method.

Heckling

A few ways to stop hecklers. These will not be the only ways to stop a heckler and you may find a way that works better for you.

- Ask them to save their questions until the end of the talk, speech or workshop. Or have them put their questions in writing.
 - Thank them for their advice or observation and move on
 - Say “Yes but what about this...”
 - Answer their question quickly and move on, the next time you say nicely “oh but you’ve already had your one question, let others have their turn” and move on.



- Agree to Disagree—never worked for me.
 - Introduce an alternate thought, “that is good but Thomas Aquinas said...”
- Start asking them questions, “If that is correct what about this”
 - Lead by example
 - Keep a sense of humor, make a joke

Rudeness

Rudeness and Heckling go hand & hand. One starts when one ends. They are often the same thing. You can use some of the same methods on each person. A rude person may not understand they are rude and a heckler always knows they are heckling, that is the biggest difference.

Realize and understand that rudeness is nothing new.

Don't take rudeness personally.

React to rudeness with kindness.

Stop the spiral of rudeness.

Sometimes a hurt look or a look what on earth would you say that to me, will work without saying anything.

Use humor to defuse a rude person.

Call a rude Person out on their behavior.

But don't escalate.

Show empathy and sympathy, except when you know that person and they are pushing your buttons on purpose.

