

COMMUNICATING IN DIFFICULT SITUATIONS



DIFFICULT PERSONALITIES



The Criticizer



The Indecisive



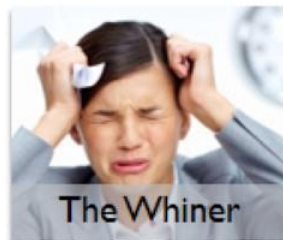
The Grumpy



The Yeller



The Snitch



The Whiner



The Glory Hog



The Know-it-all



The Spy



The Gossiper



The Negative



The Instigator



The Slacker



The "Favorite"



The Rambler

AGGRESSIVE TYPES



Want to force their view point.

Like to blow off steam.

May attack verbally.

KNOW-IT-ALL TYPES



Are “experts”.

Have no patience for other’s input.

VICTIM TYPES



SARCASTIC TYPES



Use words as weapons.

Often destroy harmony in a group and cause resentment.

May be poor team players.

NAY-SAYER TYPES



Have nothing positive to say.

Disagree with all ideas.

YAY-SAYER TYPES



Go along with anything.

Looking for approval.

WITHDRAWN TYPES



Are quiet.

Seem to have nothing to contribute.

RESOLVING CONFLICT

What is your style?



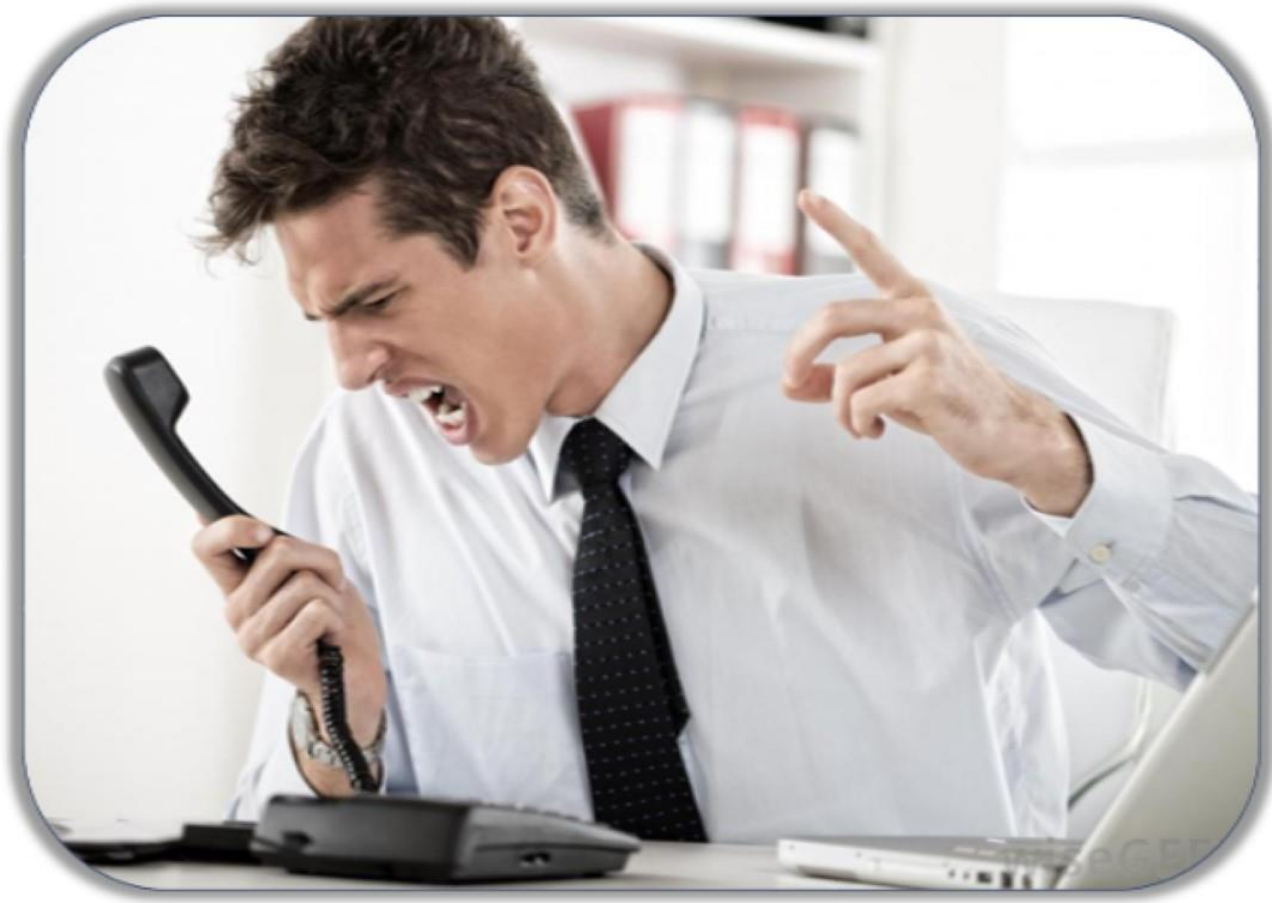
AVOIDANCE



ACCOMMODATION



AGGRESSION



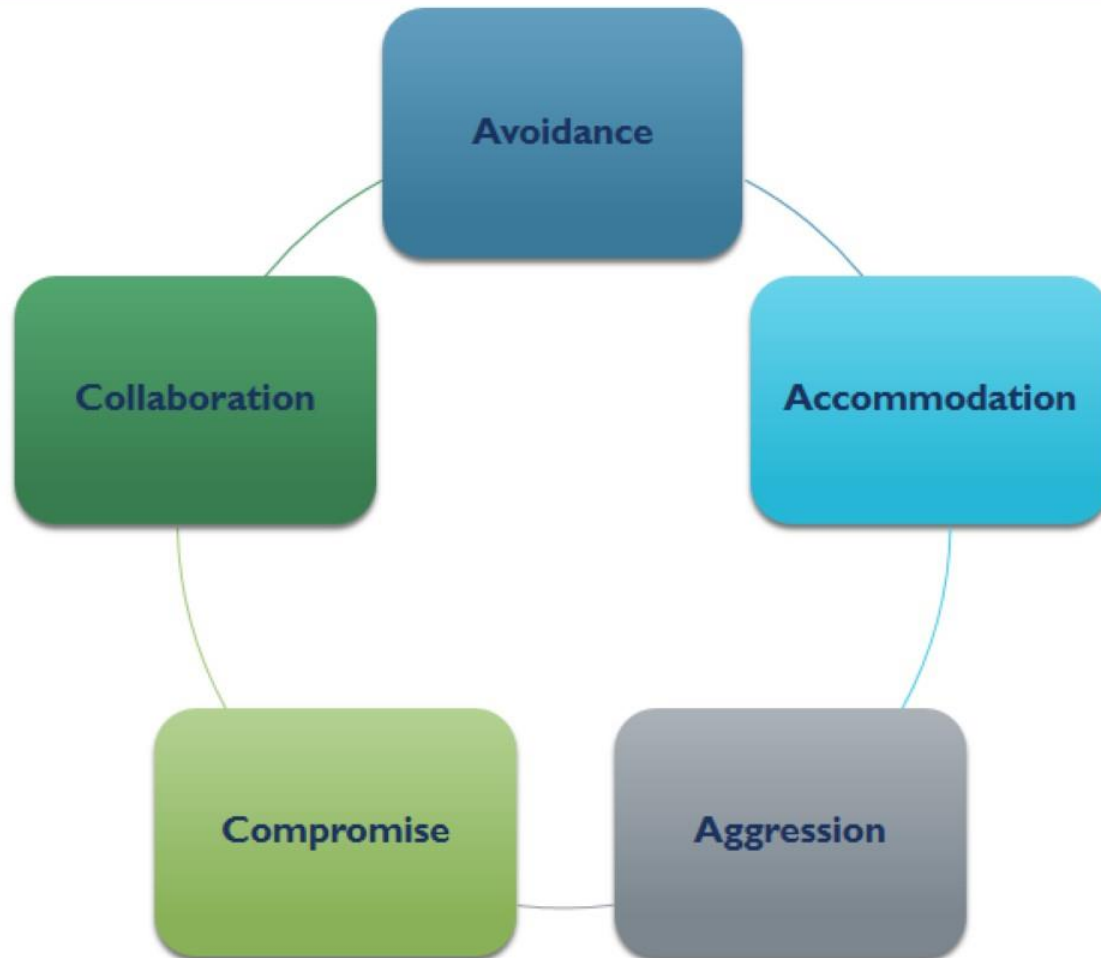
COMPROMISE



COLLABORATION



RESOLVING CONFLICT SUMMARY



SEVEN STEPS TO FAIR CONFLICT RESOLUTION



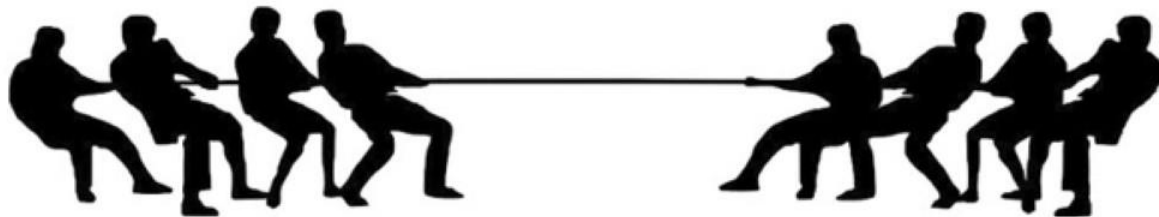
STEP 1

Arrange a meeting with all parties involved in the conflict.



STEP 2

Acknowledge that there is a conflict.



STEP 3

When discussing your role in the conflict use 'I' statements. Encourage other to do the same.



STEP 4

Ask direct questions.

Who?

What?

Where?

When?

Why?

How?

STEP 5

Confirm your understanding.



STEP 6

Tell the other parties
what outcome you want
and ask what they want.



STEP 7

Work towards a resolution.



QUESTIONS?

