

## Suggested Strategies for dealing with Difficult Behaviour

### The Silent Unresponsive

- Ask open questions to try and get them to open up rather than trying to interpret their thoughts and feelings for them.
- End your comments with open ended questions to try and prompt a response.
- Wait calmly for a response – don't break silences to compensate for their behaviour
- If they stay closed, avoid a weak ending and agree a later meeting, since a two way discussion did not happen.



### The Exploder

- Give them time to sound-off
- Let them clearly know the impact of their behaviour on you at this moment
- Lower the sound of your voice when you speak
- Maintain full eye contact while they speak
- You could then say something like "I want to hear what you have to say but I'm finding it very difficult this way."



### The Serial Complainer

- Avoid becoming defensive & getting into a ping-pong argument
- Acknowledge what they are saying by para-phrasing their statements to validate your understanding
- Tell them how you feel about the impact their negativity is having on you and the team
- Ask questions like "So what would 'better' look like?" and "In your opinion, what would be a reasonable solution then?"



### The Know –it-all

- Make sure you have thoroughly prepared as much factual evidence to back up your claims
- Ask probing questions to split out perceptions from reality
- Ask questions like "How do you think we should deal with this?" or "What do you want the outcome to be?"
- Make sure you have prepared strong counter-responses for likely challenges
- Don't question their knowledge (-or lack of it). Focus on dealing with the behaviour and issue.



### The Joker

- Rise above shallow, personal jibes by completely ignoring them
- Use their name and say things like, 'When you said ... this is what I thought you meant. Did you mean it that way?' Find out their intention.
- Make sure you see them alone, away from groups of people who may be influenced by them.

