DEALING WITH DIFFICULT PEOPLE
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NOT TO BE USED IF

- PERSON IS MENTALLY ILL
- UNDER INFLUENCE OF SUBSTANCE-DRUGS, ALCOHOL, PRESCRIPTION MEDS.
- ACTIVELY THREATENING OR AGGRESSIVE.
- USE ESTABLISHED INSTITUTIONAL OR ORGANIZATION PROCEDURES IN THOSE INSTANCES.
COPING WITH PIBS AND PILS

DON’T TAKE IT PERSONALLY

- REMEMBER:
  - PILs have an interaction style.
  - Use with almost everyone.
  - It's not just you.
  - YOU ARE NOT HELPLESS!
PLAN RESPONSE

- Works with first encounters and old pils.
- Lets you avoid feeling like victim or trapped by their negative interaction style.
- Message to self: It's them not me. I control my actions.

POSSIBLE RESPONSES

- Leave. Don't have to subject self to difficult person's behavior.
- Wait and see. Evaluate situation by minimizing interaction and response.
- Choose to stay. If there is goal you think is important make a conscious decision to stay and work towards goal.
MOST OF US WILL STAY.

WHY WE STAY

- BECAUSE WE ARE WORKING TOWARDS A GOAL THAT IS IMPORTANT TO US AND THAT WE BELIEVE IN.
BEGIN BY CENTERING YOURSELF

RELAX

- ESTABLISH PERSONAL SPACE. SIT, STAND, MOVE SIDEWAYS.
- TAKE A DEEP BREATH.
- LOOSEN HANDS, JAW.
- MOVE SHOULDERS DOWN.
- BLINK.
DON’T BE CRAZY

- WHAT’S CRAZY?
- DOING THE SAME THING OVER AND OVER AND ?????

RESPOND DON’T REACT
WHAT RESPONDING DOES

• ESTABLISHES TONE.

• BUYS TIME.

• SUGGESTS A RECIPROCAL RESPONSE NOT REACTION.

• CREATES MUTUAL CONVERSATIONAL CONTROL.

5 EASY TO USE RESPONSES

• THAT’S INTERESTING:  1. TELL ME MORE?

• 2. WHY ASK ME THAT?

• 3. WHY SAY THAT?

• 4. HOW WOULD THAT WORK?

• 5. WHO WOULD DO THAT?

• ALTERNATIVE OPENINGS: 1. MY, OH, GEE. 2. HELP ME UNDERSTAND. 3. LET’S BE CLEAR.
“POLITE ‘EM TO DEATH”

- Begin by actively listening. Change as needed.
- Use their name.
- Smile. Maintain even and normal voice.
- Find something to agree with. Change as needed.
- Maintain manners in face of unacceptable behavior.

MUTUAL CONVERSATIONAL TONE ENHANCERS

- ANGRY PERSON: “I’D LIKE TO HEAR EVERYTHING YOU HAVE TO SAY, JUST NOT IN THAT TONE.
- CONSTANT COMPLAINER: “HOW WOULD YOU LIKE TO RESOLVE THAT (OR MOVE US TOWARD THE GOAL)?
- DOMINATOR/KNOW-IT-ALL: “EXPLAIN HOW WE CAN USE THAT TO MOVE TOWARD GOAL.”
- DO-NOTHING/DECIDE NOTHING: “WHO WOULD YOU LIKE TO WORK WITH TO MOVE TOWARD GOAL?”
USE BEHAVIORAL RULES

- All behavior has purpose (even pills').
- Don’t always need to know purpose.
- Behavior rewarded continues.
- Behavior punished diminishes.

RESPONSES CONTROL REWARD AND PUNISHMENT

**REWARDS**
- Smiling, eye contact
- Non-verbal encouragers.
- Attention
- Acknowledgement
- Agreement
- Support

**PUNISHMENT**
- Ignoring
- Non-verbal discouragers
- Embarrassment
- Disagreeing
- Removing support or privileges
IMPORTANT TO REMEMBER

- THE PIL IS DEPENDING ON YOU TO REACT AND COMPLY.
- BUT YOU CONTROL HOW REWARDS AND PUNISHMENTS ARE GIVEN.
- MAKING THESE A CHOICE GIVES YOU ACTIVE CONTROL IN THE SITUATION.

KEEP CHOOSING AND WORKING TOWARD YOUR GOAL

- THE MORE YOU ACTIVELY CHOSE YOUR RESPONSES THE LESS POWER THE PIL HAS.
- THE MORE FOCUSED YOU ARE ON COMMON GOAL THE LESS IMPACT THE PIL HAS.
PILS TO WILS

- USE THESE SUGGESTIONS TO TURN YOUR PILS TO WILS.

- THEY MAY NEVER BE WONDERFUL, BUT YOU WILL ALL BE “WORKING IN THE LIBRARY.”