

Dealing with Difficult People

Believe it or not, there are simple, but effective tactics you can employ when faced with challenging individuals

1

TRY TO CALM YOURSELF FIRST

Walk away from the moment; even 90 seconds can help temper the most heated reactions. Justification, rationalization or anger can make the difficult person feel satisfied, so take this important step.



2

FOCUS ON THE REAL ISSUE

What is this really about? Don't imagine, project or escalate; Examine what is happening in front of you right now and the possible causes.



3

DETERMINE YOUR RESPONSE

What is required as a response, if anything?

- If it's not a question, don't answer Another's urgency isn't necessarily your emergency
- If a response is required use BIFF:
 1. Keep it **Brief**
 2. Limited to **Information** Required
 3. Be **Friendly** in Tone, and
 4. Be **Firm**



4

CHECK IN WITH A TRUSTED RESOURCE

Reach out before you reply (if you can) to confirm you sense of the situation and what is needed. Identify the best approach to respond (which may be not to).



5

TAKE NOTICE

After each interaction, assess how you feel now, too. Learning a new process is like developing a skill; it takes practice and reflection.



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