

Quick Tips

The seven C's of dealing with difficult behavior

Compliment

Difficult people need praise too.

Concern

Genuine caring for the welfare of another will help build a strong relationship.

Congratulations

Helping people who see themselves as losers to feel like winners can eliminate some problems.

Compromise

May soften a hard person

Choice

Given a choice, a person may feel important and respond in a positive way.

Challenge

Boredom may cause people to react in difficult ways.

Confidence

Expressing confidence in someone is often all he or she needs to have confidence.



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Difficult Members



Leader Tips

Leadership Development Tips for Groups



Office of Campus Life
Richland Community College

LEADership Mastery Program

6 Types of Difficult People

Hostile Aggressive

People who tend to bully and overwhelm by bombarding others with cutting remarks.

Tips

- Stand up for yourself
- Give them time to run down
- Look directly at them and wait
- Get into the conversation
- Get their attention
- Make sure they are seated, not standing over you
- Don't argue or try to cut them down

Complainer

People who never stop griping, but never try to do anything about what they're complaining about.

Tips

- Listen attentively to them
- Acknowledge by paraphrasing their concerns
- Don't agree with or apologize about their allegations
- State and acknowledge facts without comment
- Ask how they want to fix the situation and how they are going to help

Silent Unresponsive

People who answer only with grunts or one word answers.

Tips

- Don't interrupt silence; give them time to open up
- Ask open ended questions
- If you don't get any comments, comment on what is happening
- Listen attentively if they open up, but don't gush
- If they do not open up, end the meeting and set up another appointment

Super Agreeables

Very personable, funny people who never act the way they say they will or how you thought they would.

Tips

- Let them know you value them as a person
- Ask them to be honest with you
- Carefully point out inconsistencies in their behavior
- Listen to their humor, as it may have hidden messages



** Source: Adapted from a handout by Robert Harper and Jennifer Ireland, University of Central Missouri*

Negativists

People who never expect anything to work and who never have anything nice to say about anyone.

Tips

- Be alert to avoid being pulled down into their despair
- Don't try to argue them out of their pessimism
- Try to find the problem at the source of their pessimism
- Play the "devil's advocate" by thinking of negative alternatives and how to combat them.

Know it All Experts

Condescending, pompous people who claim to know all about everyone and everything.

Tips

- Know what you are talking about when you converse with them
- Listen attentively to them, then paraphrase the main points they made
- Question firmly about inaccurate facts or inconsistencies but do not confront them in a group situation.

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