

## 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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