## Successful Decisions **ACTIVITY** FOR CRITICAL REFLECTION

n a meeting of the American Institute of Architecture Students, John made a suggestion that the council sponsor a fund raiser to secure funds to send the officers to a design workshop. His suggestion included having all members of the council participate in raising the funds, even though only the officers would get to attend. This suggestion set Barry off and he began to talk very animatedly with a loud, intimidating voice about how this would be unfair to everyone who worked and didn't get to attend the workshop. He stood up and towered over John and continued to use abusive language.

Rather than fuel Barry's argument, John remained calm, and in a very quiet and controlled, but firm voice, said, "Barry,

I understand your feelings, but what you need to realize is that next year you will be an officer, and all of us will be working to send you and your team. Why don't we move to another agenda item and come back to this one after we have all had time to collect our thoughts."

In your own words, what two suggestions would you give John to help further control the situation at hand?

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of negative, difficult people. Perhaps you recognize some of them. Read the descriptions and try to develop two to three strategies to effectively deal with each type of difficult person. In developing your strategies, you may have to rely on others in your class for assistance, pull from your past experiences (what worked and what did not), and do some research on your own.

Learning to manage conflict and interact with difficult people are very important steps in developing sound communication practices and healthy relationships. If you can learn to stay calm, put yourself in the other person's shoes, and try to find mutually beneficial solutions, you will gain admiration and respect from your friends, family, peers, and colleagues. As you consider conflicts in your life and relationships, take a moment and complete the Conflict Management Assessment in Figure 13.9 to determine your awareness of issues related to conflict and how to manage conflict.

## igure 13.8 Types of Difficult Behaviors and People

| Types of difficult<br>behaviors by<br>difficult people | Description   | What can you do to effectively deal with them? |
|--|---|--|
| Gossiping  | Doesn't do a lot of work and would rather spread rumors and untruths about others to make themselves feel better. | rete parties or co                             |
| Manipulating   | The person who constantly tries to negotiate every aspect of life: "I'll do 'X' for you if you do 'Y' for me."    | Pagagal Haw Do I Deal with<br>Impert respired  |