

Types of difficult behaviors by difficult people	Description	What can you do to effectively deal with them?
Showing Off	They usually talk more than they work; they know everything about every subject and are not willing to listen to anything or anybody new.	<hr/> <hr/> <hr/>
Goofing Off	Usually do very little and what they do is incorrect; they pretend to be involved, but spend time looking busy more than actually being busy.	<hr/> <hr/> <hr/>
Standing By	They do not get involved in anything or any cause, but then complain because something did not go their way.	<hr/> <hr/> <hr/>
Complaining	May produce work and be involved, but complains about everything and everybody and seems to exist under a rain cloud; nothing is ever good enough for them.	<hr/> <hr/> <hr/>
Dooming and Glooming	The person who is so negative they make death look like a joy ride; they are constantly thinking about the "worst case" scenario and don't mind voicing it.	<hr/> <hr/> <hr/>

Standards for Dealing with Difficult People and Managing Conflict

- Check your own behavior before anything else. Don't become the same type of difficult person as the ones with whom you are dealing. Fighting fire with fire will only make the flame hotter. Learn to be the "cool" one.
- Don't take the other person's attitude or words personally. Most of the time, they don't know you or your life.
- *Avoid* physical contact with others at every expense.
- If you must give criticism, do so with a positive tone and attitude.
- Remember that everyone is sensitive about themselves and their situations. Avoid language that will set someone off.
- Do not verbally attack the other person; simply state your case and your ideas.
- Allow the other person to save face. Give the person a way to escape embarrassment. People may forgive you for stepping on their toes, but they will never forgive you for stepping on their feelings.
- If you have a problem with someone or someone's actions, be specific and let them know before it gets out of hand. They can't read your mind.
- If someone shows signs of becoming physically aggressive toward you, get help early, stay calm, talk slowly and calmly to the other person, and, if necessary, walk away to safety.
- Allow the other person to vent fully before you begin any negotiation or resolution.