

DEALING WITH DIFFICULT PEOPLE

Not everyone you deal with in the course of your job is sweetness and light. You'll meet some good people but you'll also meet your share of unpleasant ones--the kind that many folks dismiss as outright jerks.

It may be hard, but treat them all the same. You should even approach the most negatively oriented people with courtesy, consideration and politeness.

Don't meet aggression with aggression. That can lead to big trouble. Swallow your temper, raise yourself above the situation and deal with that person in a friendly manner. It won't be easy, but you need to do it.

Spotting Them

There are a few basic personality types that you'll probably run across fairly often. Once you recognize them, you should learn to deal with them.

Bullies are hostile, angry, tantrum throwers. Stand up for yourself and make your point firmly and politely. Start your phrases with "I feel" or "I believe."

Grippers complain but don't try to improve the situation. Let them know you've heard their concerns. Ask them to spell out, exactly, what they want.

Silent types don't say much more than "yes" or "no" in any situation. Ask questions that must be answered by more than those two words. If you're not getting anywhere, let them know what your plans are anyway.

Overly nice people seem to agree with you but don't always follow through on what they say. These people want to be liked so show them that you do. Then dig deeper to find out what's really going on with them.

"Just say no" types are negative to all new ideas. Don't argue. Suggest what won't work before they do.

"I know better" types are arrogant and condescending. They think they have everything

figured out. With these people, you need to make sure you have all the facts at your fingertips. Then point out the possible problems and be ready to follow through on your ideas.

Stallers put things off and delay decisions. Listen to them and find out the real reason for the delays. Help them and ask for help.

Politeness Pays

Being able to cope with difficult personalities will pay off. When you treat others with respect, you'll be treated in kind. Your customers will look forward to seeing you. They'll enjoy doing business with you and your company and, most likely, they'll send more



Deal with a bully by standing up for yourself and making **your point firmly and politely.**

business your way.

Politeness can bring more pleasure and benefits to your life. In the long run, it's the easiest way.