

DEALING WITH DIFFICULT PEOPLE

Human beings are some of the most complex creatures to deal with, hence understanding their psyche is an uphill task. Let's face it - we all have to deal with difficult people on a daily basis. If you are in a people-facing role, you're faced with difficult customers and if you are a corporate employee, you've certainly had your share of difficult co-workers or managers. Have you considered what strategy works best while dealing with them? Here are some tips to incorporate in your interactions with difficult people:

HOW TO DEAL WITH DIFFICULT CUSTOMERS

01

Listen actively to their grievances without interrupting. Allow the customer to explain their issues.

**02**

Acknowledge the fact that their concerns are real and valid. Empathize with them.

**03**

Avoid making excuses or getting defensive about whose fault it is.

**04**

In an attempt to pacify a difficult customer, do not over-commit and then fail to deliver.

**05**

As you resolve their issues, keep updating them. Don't disappear and make them wonder what's going on.

**06**

Always watch your tone, body language and volume of speech. Be calm and professional, but firm.



"Everybody has a hot button. Who is pushing yours? While you probably cannot control that person, you can control the way you react to them."

HOW TO DEAL WITH DIFFICULT CO-WORKERS

01

Voice your concerns and let your co-workers know that they are making you uncomfortable.



02

Speak to a manager or the HR to resolve any adverse issues that may affect your work.



03

Stay away from any interactions with co-workers who you do not get along with. Avoid gossip and small talk.



04

Try and be the better and more mature person if you're dealing with unreasonable team members.



05

Focus on the positives at work, instead of the people you don't like. Think about why you love your job.



06

Introspect a little! Think if a change in your own behavior will bring about positive changes in others.



07

Empathize with them. Often, people are facing life altering events and are unable to deal with it. That causes them to become difficult.



HOW TO DEAL WITH DIFFICULT MANAGERS

01

Work on identifying your manager's working style and how they like the job done to prepare yourself better.



02

Try to anticipate what your boss might ask you to work on and have that ready in advance.



03

Use difficult situations to practice your leadership skills and get co-workers to follow you.



04

Do not discuss your boss with others at work. It encourages negativity to creep in and further dents your relationship with them.



05

Identify your manager's trigger points so that you can avoid them or be better prepared.



06

Always be tactful, diplomatic, respectful and professional when dealing with your superiors.



“When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion, creatures bristling with prejudice, and motivated by pride and vanity.”

– Dale Carnegie

SOURCES:

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