

North Carolina Assisted Living Association
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Creative Ways to Deal with Challenging People

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Topics:

- Why resolving conflict in the workplace is critical
- Picking your battles
- Best practices in conflict resolution
- Behaviors to avoid when dealing with conflicts
- Negotiating the win-win outcome
- Closure

Opening Thought: Most successful people share a common skill; they know how to deal with people who can make life difficult.

Identify **one** area where better conflict resolution skills could help you be more effective.

Why is it important to know how to deal with difficult people and difficult situations at work?

30-second quiz: _____

30-second quiz: _____

Workplace Conflict is:

A condition between or among workers whose jobs are _____, who feel _____, who perceive the other(s) as _____, and who act in ways that cause a _____.

Conflict is:

How Conflict Affects Your Organization: _____ and _____

The Cost of Conflict In Your Company:

Wasted	_____
Bad	_____
Lost	_____
Unnecessary	_____
Sabotage,	_____
Lowered	_____
Lost	_____
Health	_____

The Risks of Conflict In Your Company: Workplace Violence
Vandalism
Malicious Whistle-Blowing
Unionization / Labor Strikes
Retaliatory Lawsuits

Learn to Pick Your Battles: _____

Good problem solving helps prevent _____

Good stress management helps prevent _____

Is a Manager responsible for keeping employees happy? _____

When does the problem matter to you?

1. When it has an impact on _____

2. When it is affecting your _____

How NOT to resolve a conflict: _____

Best Practices to Resolve Conflict

- Stay _____, avoid _____ in your action or words.
- Stick to the _____.
- Stay clear of _____ comments
- Ask for the other person's _____.
- Propose your _____ and be willing to _____ to find a mutually agreeable solution.
- Seek closure with a solution that works for _____.
- Use the basic etiquette principles to guide you: Consideration, Respect, Honesty.

Keep these in mind:

- Make good relationships your first priority
- Separate the person from the problem
- Listen First – Talk Second
- Explore solutions together
- Look for the win-win solution

Behaviors to Avoid When Trying to Resolve Conflict

- _____
- Having the 'confrontation' in a _____
- _____ without offering a _____
- _____ the other person
- Making the conflict _____

Remember the best method is to _____

Address Issues Early!

- Foster a team _____
- _____ accountability
- Predict behaviors that will cause stress and/or conflict and _____
- Be willing to _____
- Always remember to act in ways that build positive work relationships

Always aim for the win-win outcome!

Regardless of your best efforts, some conflicts are inevitable. When they arise, you must resolve them to avoid negative consequences.

One way to resolve conflicts is through mediation. The goal of mediation is to reach and record a balanced, behaviorally specific, mutually acceptable agreement that defines each one's future behavior with regard to the business problem caused by their conflict

Mediation Defined in Plain Language

Mediation helps you reach a _____
that works for _____

The Goal of Mediation is Not to:

- Establish _____ and _____
- Discipline or _____
- Decide _____ or _____

*Mediation is a tool for **planning the future**, not judging the past.*

In order to mediate, you must identify the problem. Ask yourself, "why does their behavior matter to me?"

Mediation Steps

1. Decide to mediate
2. Hold preliminary meetings with each party
3. Plan the context
4. Hold a three-way meeting
5. Make a Deal
6. Follow up

The Win-Win Solution Will Be:

1. _____
2. _____
3. _____

Difficult People and Situations

30-second quiz: _____

Dealing with Angry Customers / Clients

- Let them _____. Don't _____.
- _____ yourself.
- Introduce yourself and explain that you _____.
- _____ the other person
- If the caller _____ again, schedule a time to call back.
- When you decide how to resolve the situation, emphasize the _____
_____. Never promise something you can't deliver.

Remember, your goal is to foster a good relationship with this difficult person.
Don't act superior if he/she turns out to be wrong.

What about Office Gossip? _____

The #1 Rule to Avoid Being the Subject of Office Gossip: _____
