



COEUS
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GROUP

Dealing with Difficult People



DIFFICULT BEHAVIORS

What are the difficult behaviors you most often encounter?

Behavior _____
What makes it difficult?

Address it? **Y / N** Solution #:

Behavior _____
What makes it difficult?

Address it? **Y / N** Solution #:

Behavior _____
What makes it difficult?

Address it? **Y / N** Solution #:

Behavior _____
What makes it difficult?

Address it? **Y / N** Solution #:

Behavior _____
What makes it difficult?

Address it? **Y / N** Solution #:

Behavior _____
What makes it difficult?

Address it? **Y / N** Solution #:

Behavioral Analysis

What behaviors of theirs drive me crazy?	What behaviors of mine drive them crazy?
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____
4. _____	4. _____
5. _____	5. _____

Where do our behaviors intersect?

Why does the other person behave in this way?

Why do I behave in this way?

Solution Examples

1. Informal Conversation
2. Formal Meeting
3. New Policy/Rule
4. Relocate Person
5. Remove Person
6. Avoid Person
7. Disciplinary Action
8. Mediation/HR
9. Coaching/Training
10. _____
11. _____
12. _____
13. _____

Covey's 13 Trust Behaviors

- 1. Talk straight.** Be honest. Let people know where you stand.
- 2. Demonstrate respect.** Show you care. Respect the dignity of every person and every role.
- 3. Create transparency.** Declare your intent. Be open and authentic.
- 4. Right wrongs.** Apologize quickly. Make restitution where possible.
- 5. Show loyalty.** Give credit to others. Speak about people as if they were present.
- 6. Deliver results.** Make things happen. Accomplish what you're hired to do.
- 7. Get better.** Increase your capabilities. Be a constant learner.
- 8. Confront reality.** Face issues head-on. Address the tough topics directly.
- 9. Clarify expectations.** Discuss and validate expectations. Renegotiate them if needed and possible.
- 10. Practice accountability.** Take responsibility for results, good or bad.
- 11. Listen first.** Understand. Diagnose. Don't presume you have all the answers.
- 12. Keep commitments.** Make commitments carefully, and keep them at all costs.
- 13. Extend trust.** Demonstrate a propensity to trust.

13 empty rounded rectangular boxes for notes, corresponding to the 13 trust behaviors listed on the left.



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