Q: What do we mean by “difficult people?”

- The Big Baby
- The Lazy Dog
- My way or the highway
- Doom and gloom
- The sound of silence…

- The most difficult person? ME?

Helpful strategies

A. The problem with personalizing
   Problem 1: You can see behavior but you cannot see what’s behind it
   Problem 2: The default mode may be stuck

B. Fundamental attribution error: “Don’t judge my outsides with your insides”
   Building on A, one must be careful not to confuse internal and external factors

C. The Principle of Least Intervention: “An ounce of prevention…”

D. Self-talk is Good Medicine
   “Thank you for sharing your anger, I’m not allowed to accept gifts.”

E. Own the problem
   Solve the problem vs. Win the argument
   Decrease defensiveness, increase receptivity
   FORMULA: "I have a problem. When you _____ (specific behavior), then _____
   (specific consequences) happens, and I feel ___. And I don’t like that.”

F. Don’t conflate the level of concern with the degree of knowledge
   Q1: How much does this person know?
   Q2: How much does this person care? [Tip: Answer the questions IN ORDER]

G. Keep your sense of Humor

H. Spiritual Solutions

I. Don’t forget the Counseling Center
   We offer services that are: Cost and Collusion-free Convenient
   Confidential Compassionate

Q: Now what? I tried it, it didn’t work 😞

When faced with an immoveable obstacle (i.e., the other person):

1. Deal with it
2. Leave the relationship/environment
3. Change your behavior
4. Change your attitude

Is this fair? No. But who said life was fair?