Difficult people training assignment

Avoid labeling people. If you think you are dealing with a difficult person, you may categorize them and expect them to always be that way. Step back before you respond. Think about the situation and plan what you’re going to say before you just speak. Your natural response may be quicker but you should stop, compose yourself and think of your response. Stop wishing people were different. Don’t waste energy wishing they would change. Difficult people are that way for a reason and the best way to see change is to change your own thinking and behavior. Use a learning mindset approach. Approach situations with an open mind. Listening is the best skill to use in difficult situations. Listen to what others are saying, they will feel your support and be more willing to work with you. Acknowledge vs. Argue. Acknowledge their perspective and offer to collaborate on the next steps. Being more cooperative will show you as a partner and lead to a better conclusion.

Switch perspectives. Think of yourself in the other person’s position and think how you would feel in that situation. Answer how you would want to be answered. Be calm and take a few breaths. Calming your self and your mindset can really help you when responding. Ask others for their perspective. At my staff training for my job this semester, my head teachers told us to ask questions as much as possible. You learn better this way and you hear how others would handle a certain situation. Then you can change or alter things to make them your own.

A strategy a parent could use to deal with their difficult child is for the parent to identify their feelings. I feel\_\_ because I\_\_. Identify the feelings then soothe, understand, change, process, then release them. As a parent, it’s your responsibility to work out your own feelings rather than blaming them on your child.

http://www.empoweringparents.com/4-tools-to-help-you-stay-calm-with-your-difficult-kids.php