Leadership Training Written Assignment 1: Working with Difficult People

Strategies:

1. Ask if engaging in the conflict is the best idea.
   1. Take into account the time, place, and whom is in the vicinity.
   2. What are the risks and what are the rewards of engaging in the conflict.
2. When working with difficult people, ask yourself what does this mean rather than what should I do. What does this situation mean?
   1. Are there any underlying reasons for the person’s behavior?
   2. Does the person feel in “control” of their own life?
3. Determine the importance of the goal versus the relationship. Are you more willing to save the relationship, but back down on your original goal, or if either category is not very important to your cause, it is possible to just withdraw from the conflict?
4. Use your feeling words to let the person know exactly why you feel the way you do, and for what reason.
   1. I feel when you .
5. Treat others with dignity and respect, even if you are not agreeing on the issue.

Personal Experiences:

1. Sometimes people just want their voice to be heard. They need someone to be able to open up with and talk to. In my personal experience I use this strategy in a customer service manner. If I am super busy and doing a million things at once, I will still stop in order to listen to others.
   1. Actively listen to what they are saying.
   2. Repeat how you took the conversation.
      1. I understand you feel….
   3. Validate their opinion.
2. Conflict is scary and doesn’t feel good. A lot of people feel this way and it is ok. This was mentioned in our first training presentation.
   1. Understand that it is a learning experience.
   2. Know that there are ways to work through the situation; don’t just withdraw from the experience every time.
3. Be upfront about your feelings. I have learned that keeping things to yourself is not always a good idea, and if your emotions are bottled up, one day over something small can cause a “blow up” of emotions.
   1. They are not mind readers, both of you will benefit if your thoughts and concerns are out in the open and can be addressed.

Research Topic

While working with difficult children it is important to remember that positive changes requires adults to enhance the child’s self-esteem and self-worth in the process and allowing the children to become more aware and able to modify his or her own behavior. Strategies to do so are: respect the child, structure the environment, set effective limits, use positive interactions, most importantly be patient. This is important because as educators at such a young age it is vital that we use these precious moments to provide the children with that confidence rather than the shame or doubt they might feel about themselves during a difficult situation. http://www.jstor.org/stable/42725706