Working with Difficult People

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I will permit no man to narrow and degrade my soul by making me hate him.

-Booker T. Washington

Your **interpretation** of an event is more important than the event itself.

Part One:

Emotional Flooding due to Amygdala Hijacks

Sudden, intense, automatic emotional responses stemming from the amygdala, which scans incoming information for potential danger based on past events or mistaken assumptions.

When you are hijacked, do you….

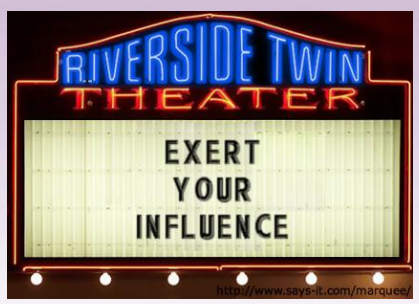
FIGHT
FLEE
FAINT
FREEZE
FRET

Emotional Flooding due to Amygdala Hijacks

Delay response

Do something different

Part Two:



Do You…

Know Your Zone?

Check in with Yourself

Are you:

- ✓ Centered?
- ✓ Neutral?

5 Tips for Staying Centered

1. Keep breathing.
2. Don't bite.
3. Focus on your objective.
4. Take a break.
5. See-Hear-Feel-3-2-1.

Active Listening

Be present

Give regular input

Ask clarifying questions

Physical and verbal cues

Assertion Statements

I feel (emotion)

When (describe behavior)

Because (effect/consequence)

I'd prefer (offer alternative)

Part Three:

PROACTIVE

Actively Choose Responses

Situation + Response = Outcome

- Stop wishing others were different.
- Don't expect other person to change.
- Let go of "I'm right." "It's not fair."
- Don't take DP behavior personally.

OPEN-MINDED
Think Expansively

WAKE UP YOUR BRAIN

- Develop a coping strategy
- Watch what others do

WELL-INFORMED
Appraise Information Objectively

Focusing on a single feature, idea, or assumption prevents seeing the whole picture.

- Put situation in perspective
- Look for positive aspects

EVOLVING
Find Growth Promotion Insights

Turn Mistakes Into Learnings.

RESILIENT
Adopt a Positive Attitude

Practice Appreciation

www.NoMoreDifficultPeople.com

- **Free** article: The Six Principles
- Three e-books for Kindle
- YouTube Channel

And you can also…

- Sign up for monthly "Quick Tips" at www.danalightman.com
- Increase your optimism by reading Dana's blog at www.danalightman.com/blog