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# Dealing with difficult people

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**While you can't control the behaviour of others,  
you can control your own responses to them.**

**Here are four approaches that might help when dealing with a difficult person:**

**1. Don't take it personally**

Their behaviour could be more about their own issues than anything else. Be a filter and only accept what is worthy of your attention.

**2. Show respect**

While you may not agree with what they are saying, you can respect their right to have a different opinion to yours.

**3. Seek understanding**

When you ask clarifying questions, the other person's attention returns to their own thought processes rather than finding fault with yours.

**4. Be patient**

If the other person's behaviour remains difficult, try removing yourself from the situation. Return when the other person might be more open to finding a solution.

**Book Hedley to run a course for your team.**

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