

Dealing with Difficult Members

Difficult members can be found in every organization. It is important that the leaders learn to deal effectively with these individuals to insure that their behaviors and attitudes do not adversely affect the group's ability to function.

The 7 C's of Effectively Working with Difficult Behavior

Compliment– Difficult people need praise too

Concern– Genuinely caring for their welfare will assist in building that relationship

Congratulations– Assist members with a negative view of themselves, feel like winners

Choice– Given a choice a member may feel important and respond positively

Challenge– Boredom can cause members to react in a negative or difficult way

Confidence– Expressing confidence in a member's ability, assists in building their confidence

Compromise– Attempting to compromise may soften a hard person

Types of Behavior

Hostile Aggressive– those who try to bully & overwhelm usually by sarcasm or cutting remarks

Tips: Stand up for yourself, look directly at them and wait, do not argue or try to cut them down

Complainers– those who constantly complain, but never try to do anything about what they are complaining about

Tips: Listen attentively to them, Acknowledge their concerns, ask “how do you want to remedy the situation?”

Negativists– those who never expect anything to work, or who never have anything good to say about any thing/ one

Tips: Do not be pulled down by their negativity, do not argue with them

Silent Unresponsive– those who only participate with short responses and never contribute

Tips: Do not interrupt silences; give them a chance to open up, ask open-ended questions

Super Agreeable– very personable, funny people who never act or follow through the way you thought they would

Tips: Ask them to be honest, carefully point out inconsistencies, let them know you value them as a person

Know It All Experts– Condescending, pompous who claim to know all about everything/one

Tips: Know what you are talking about when you talk with them, listen attentively and affirm their perspective