

THERE ARE NO DIFFICULT PEOPLE

ACTION IDEAS

SELF REFLECT

The ability to reflect is a wonderful thing - it is the single most valuable opportunity for growth as it drives self awareness and adaptability. It is a habit that needs to be nurtured. The more you do it, not only the more powerful it becomes, it becomes easier too.

Each day ask yourself:

1. How was I today on a scale of 1 - 10?
2. What made it that score?
3. What would I need to change to move up 1 point?
4. What could I change to make it a 10/10?

You'll soon be able to do this quickly after each interaction and if something is sitting uncomfortably with you ask 'what's bothering me about this?'

BUILD TRUST

Today, often because we are busy, relationships are becoming increasingly transactional. Building trust, no matter what stage you are in your career, will provide solid foundations for your success. Trust means different things to different people and you need to tap into this to create that reassurance. It could be about being:

- Honest - Saying directly what you mean and meaning what you say
- Reliable - Doing exactly what you say you'll do
- Open - Helping others to read you by telling and showing how you feel
- Loyal - Really being there for others.

CREATE LOW STAKE SPACES

Sometimes ideas are only asked for when the pressure is on. Team meetings can become a download of information rather than an exchange of ideas. And, one to ones can sometimes feel a little combative. Quality relationships aren't developed in this high stake arena. By creating space for people to explore ideas together that are not imminent, you create a more light-hearted, less intense atmosphere that allow people to open up and flourish. Then, when the pressure is on they are more prepared to deliver in the high stakes moments.

DON'T DRESS IT UP

In difficult situations, it is easy to get tongue tied or verbose. This is the time to prepare what you want to say so you can say it clearly and directly and avoid unnecessary ambiguity.



BE A GOOD LISTENER

To try and work out what is behind their 'difficult' behaviour.

SUSPEND JUDGEMENT

Listen to understand not judge.

GET SOMEONE ELSE'S PERSPECTIVE

Remember to do this objectively - not to gossip or criticise.

BE RESPECTFUL

No matter what is thrown at you resist the temptation to react - two wrongs don't make a right!

GIVE A PEACE OFFERING

A small act of kindness can go a long way to repair a relationship.

IDENTIFY THEIR HIDDEN NEED

Dig a little deeper and you will usually find they have a hidden need.

OFFER COMPLIMENTS

Kind words or a smile help to bridge gaps.

JUST EXPLAIN

Don't demand change. Instead, explain objectively how their actions made you feel.

TRY NOT TO TAKE THEIR BEHAVIOUR PERSONALLY

It is rarely about you. Take time to reflect what [they said or did that] triggered you

OF COURSE, MAYBE IT COULD BE YOU!

Be bold enough to take a look in the mirror to make sure it's not you that's being difficult!