

HOW TO DEAL WITH DIFFICULT PEOPLE AT WORK

HAZEL LUO
ALEXIA IDEALE
GABRIELA BRITO
HIROKI MONDEN

INTERESTING FACT



WHY PEOPLE CHANGE JOBS



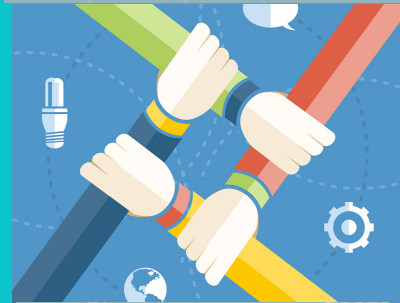
75%
of workers who
voluntarily left their jobs
did so because of their
bosses and not the
position itself

“ People don't quit jobs,
they quit bosses. ”

Source:
<http://www.gallup.com/businessjournal/106912/turning-around-your-turnover-problem.aspx>

Resources:
<http://www.gallup.com/businessjournal/106912/turning-around-your-turnover-problem.aspx>

WHO ARE THE “DIFFICULT PEOPLE”?



Someone who doesn't listen

Someone who can't work on a team

A person that doesn't respect time/ has no focus

People who always want to have the last word

People who are always negative

4 TIPS TO DEAL WITH DIFFICULT PEOPLE

KNOW YOUR LIMITS

- SELF- KNOWLEDGE
- HOW FAR YOU CAN HANDLE IT
- PATIENCE
- IDENTIFY YOUR LIMIT
- PLAN OF ACTION

RESIST THE TEMPTATIONS

- PROVOCATIVE/ UNPLEASANT SITUATIONS
- DON'T ARGUE, JUSTIFY OR EXPLAIN

LEARN WHEN IT'S TIME TO LEAVE

- OFFENSIVE AND AGGRESSIVE
- DO NOT SUSTAIN THESE BEHAVIORS
- NICE AND ELEGANT
- "I'M SORRY YOU FEEL THIS WAY"
- "I UNDERSTAND YOUR OPINION"

BE COMPREHENSIVE

- "HARD TO DEAL WITH"
- RESPECT AND TRY TO UNDERSTAND
- IT DOESN'T MEAN TO BE CONSISTENT
- AVOID WORSENING THE SITUATION

WHY IS IT A PROBLEM FOR THE COMPANY/ORGANIZATION?



I HAVE A PROBLEM, WHAT SHOULD I DO?

I DOESN'T MATTER IF YOU ARE

SHY

OR

DON'T HAVE THE COURAGE



TALK TO YOUR COLLEAGUES



TRY TO CHANGE THE WAY YOU WORK



SEND AN E-MAIL



TALK TO HUMAN RESOURCES

**I HAVE A
PROBLEM, WHAT
SHOULD I DO?**

**BOSS DOESN'T
RESPECT YOU**



**TRY TO TALK TO
YOUR BOSS**

**YOU ARE BEING
DISCRIMINATED**



**ASK HELP FOR
COWORKERS AND
HR**

ARE YOU A **DIFFICULT PERSON** AT WORK?

- YOU HAVE MADE FEW CONNECTIONS AT WORK
- YOUR SELF-WORTH AT WORK IS LOW
- YOU FELT LEFT OUT
- YOU FELT LIKE YOU COMPLAIN A LOT
- YOU ARE EASILY ANGERED



CONCLUSION

EVERYTHING HAS A
SOLUTION

YOU DON'T NEED TO
QUIT

DON'T HESITATE TO
TALK WITH SOMEONE
OR ASK FOR HELP



**THANK
YOU!**

**ANY
QUESTIONS?**