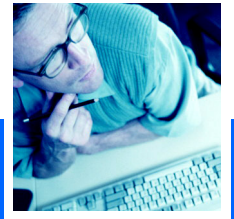


Working with difficult people

By Janet Hope



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Synopsis

It is often said that 'it is not the person that is difficult, it is the situation'. Whilst situations do have a significant impact, we do have to deal with very difficult people from time to time. This article explores practical skills and practices that help to ensure that all people are working as a team.

How to ...

How to enhance your self-awareness and know more about yourself.

How to enhance your awareness of others and their problems.

How to deal with difficult people and build the team.

Janet Hope

Starting her working life as a teacher Janet moved into management working for Government departments. She became a training consultant and management author many years ago and works with private and public organizations in Europe. Her passion is in helping ordinary people to make the best and the most of themselves and this passion is reflected in her writing.

Introduction

I have read that, it is not the person who is difficult it is the situation. During a career that has seen me as a teacher, a Government manager and now a trainer and life coach, I disagree. Whilst I accept that we can all find ourselves in situations where we react inappropriately, perform badly or somehow disappoint, I am of the mind that, no matter what, some individuals are of themselves difficult to work with.

That said, because we spend a good deal of our time at work, I believe in doing my utmost to make the best and the most of it. For me this means that I am clear about what I want from work. I've never been a 'jobs-worth' person, so it matters what I get from the work itself and from the people I interact with.

I consider that I am very self-aware and so I think about my behavior, its impact on me and the people on the receiving end of 'me being me' as it were. Gaining true self-awareness is not an overnight thing. It has a lot to do with how open you are to feedback, the life experiences from which you have grown and developed and how honest you are with yourself.