

## Handling difficult people and awkward conversations



Get in Touch

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## **Rapport**

- A close and harmonious relationship or connection – In sync with each other
- People like people who are like themselves
- A relationship of mutual trust and emotional affinity

## **Match and mirror**

- Pace
- Energy
- Phrases or words
- Body language

## **Empathy**

- The ability to “sense” other peoples’ emotions
- Imagining what it would be like to be in the other person’s shoes
- Imagining what the other person is feeling

## **Empathic statements**

- I appreciate ... / I recognise ... / I can only imagine ...
- I can hear ... / I can sense ... / I can see ... / It sounds like ... / It looks like ...

## **Red Rag Phrases**

- I understand ... / ... but ... / Yes but ... / ... however ... / I’m not authorised ...
- You have to ... / Just listen ... / You should ...

## **Assertiveness (Win – Win)**

Assertiveness is standing up for your rights to be heard, be treated with respect, and be treated fairly whilst respecting the rights of others.

- Certain, confident, strong, willing to listen, open to suggestions, fair

## **Aggressiveness (I win – you lose)**

- Loud, determined to win, over-bearing, red faced, clenching fists

## **Passive (I lose – you win)**

- Submissive, quiet, avoiding confrontation, staying in the background, shrinking

## **Passive-Aggressive (we both lose)**

- Underhanded, manipulative, moody, back-stabbing, sulking

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## Benefits of Behaviours

<p><b>Passive – disadvantages</b></p> <ul style="list-style-type: none"> <li>• Your views are ignored</li> <li>• You are not taken seriously</li> <li>• Your contribution isn't noticed</li> <li>• Your self-esteem suffers</li> <li>• You lose confidence</li> <li>• Your resentment builds</li> <li>• You feel you can't say, "No"</li> <li>• You feel undervalued</li> </ul>	<p><b>Passive – advantages</b></p> <ul style="list-style-type: none"> <li>• You avoid confrontation</li> <li>• You don't have to stand out</li> </ul>
<p><b>Aggressive – disadvantages</b></p> <ul style="list-style-type: none"> <li>• Puts peoples' backs up</li> <li>• Wrecks motivation</li> <li>• People plot revenge!</li> <li>• They gang up on you</li> <li>• They stop co-operating</li> <li>• They withhold information</li> <li>• They avoid you or leave</li> </ul>	<p><b>Aggressive – advantages</b></p> <ul style="list-style-type: none"> <li>• You satisfy your ego</li> <li>• You may get what you want <u>in the short term</u></li> </ul>
<p><b>Passive – Aggressive disadvantages</b></p> <ul style="list-style-type: none"> <li>• You become unpopular</li> <li>• You don't get what you want</li> <li>• You are not trusted</li> </ul>	<p><b>Passive – Aggressive advantages</b></p> <ul style="list-style-type: none"> <li>• You satisfy your ego</li> <li>• You avoid direct confrontation</li> <li>• You vent your frustration in an underhand way</li> </ul>
<p><b>Assertive – Disadvantages</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>	<p><b>Assertive - Advantages</b></p> <ul style="list-style-type: none"> <li>• Win-Win solutions are more likely</li> <li>• Both parties views are heard</li> <li>• You are trusted</li> <li>• You trust yourself</li> <li>• You display and build confidence</li> <li>• You are seen as a leader</li> <li>• The focus is on the issues, not personalities</li> </ul>

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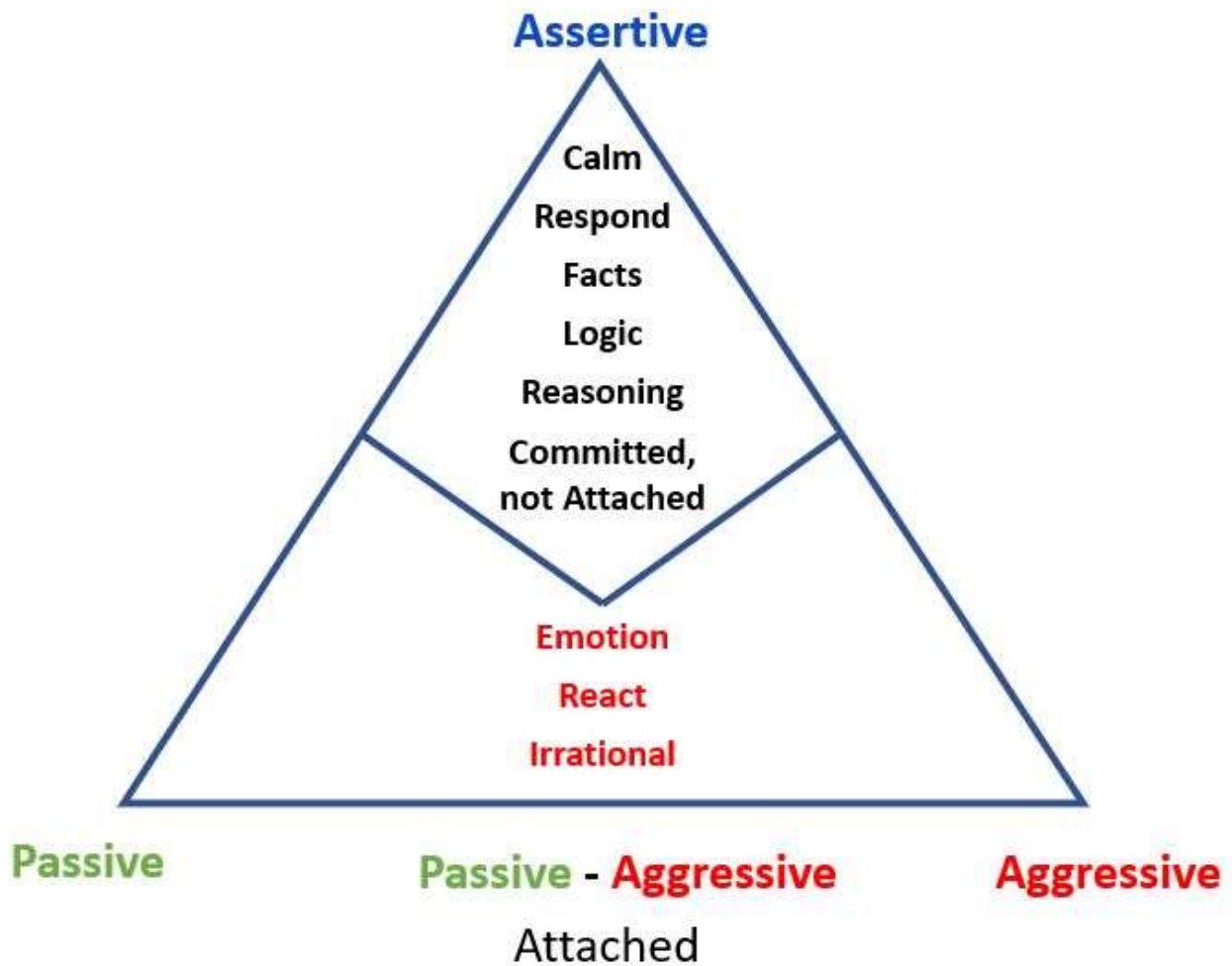
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## The Assertiveness Triangle



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