

Tip Sheet

DEALING WITH PEOPLE YOU CAN'T STAND by Dr. Rick Brinkman and Dr. Rick Kirschner

Questions:

1. We all have to deal with difficult people. You say we should find a way to bring out the best in them. But our problem people are problems because they're impossible to deal with! Is it realistic to think that we can ever learn to get along with them?
2. Put three people in a difficult situation, one will start yelling, the second one will freeze up, and the third will lash out at the nearest person. Why do people react so differently to stressful situations?
3. It's no news that there are some people who really get under our skins. But you say that most of us already know the skills that are necessary for getting along with these problem people. If that's so, why have we never figured this out before, and how do we motivate ourselves to use these skills with difficult people?
4. Can you describe the ten most unwanted difficult behaviors - the Tank, Grenade, Whiner, etc. - and tell us how to deal with them?
5. Jack's boss has a nasty little habit. He assigns a job to Jack, and then complains to Jack's coworkers about the job that Jack has done. Without getting into hotter water, how does Jack let his boss know that it bothers him?
6. Your friend and co-worker says he will deliver the information you need for a project. But when the information doesn't come, you are left taking the rap for an incomplete assignment. How are you to work with this person in the future if you know he'll "yes" you first and then not deliver?
7. Once we learn how to deal with the people we can't stand, I think there is only one more difficult person left to deal with. How can I tell when my sweet lovable self is being difficult?

The book, 'Dealing With People You Can't Stand' can be purchased securely online at DealingWithPeople.com, or by calling 1-800-556-9996