

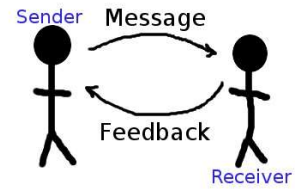
Positive Interaction with Difficult People Effective Communication & Conflict Resolution.

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Mechanics of Communication

- Preventing the Breakdown
 - Begin with the End in Mind
 - Empathize
 - Seek to Understand... then be Understood



2

Why Are Other People Difficult?

- Goals, Priorities, Agenda
- Language, Culture
- Training, Skills
- Low Self-Control/Management
- You Do Not know Who You are dealing with
- **Know the Person or Something about Them!**

3

Communication Mistakes

- Avoiding difficult conversations
- Not being assertive
- Reacting, not responding
- Not preparing thoroughly
- Using a "one-size-fits-all" approach to communication
- Assuming your message has been understood

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Conflict...and How do You See it?

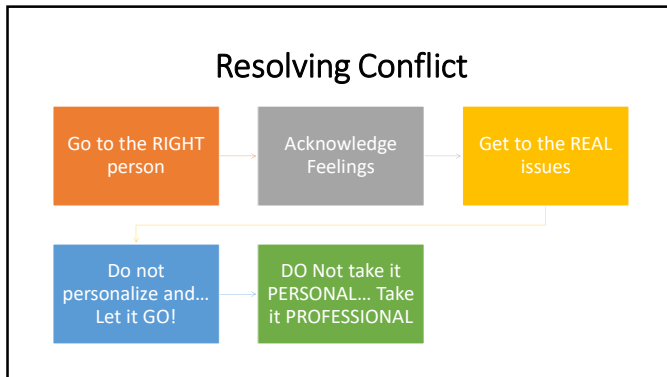
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|--|---|--|
| | Define Conflict | Not seeing eye to eye? Not on the same page? Indifference? |
| | What is YOUR response? | Don't like it? Disengage? Overreact? |
| | Are you willing to change how you deal with conflict? | Better listener? Be more acceptable? Judge less? |
| | What can you do to promote a HEALTHY attitude towards conflict? | Respect? Approachable? Honesty? Share a mutual goal? It is okay to be uncomfortable for a few moments to reach a Peaceful resolution |

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$$E + R = O$$

LIFE IS 10%
WHAT HAPPENS
TO US AND
90% HOW WE
RESPOND TO IT.

6



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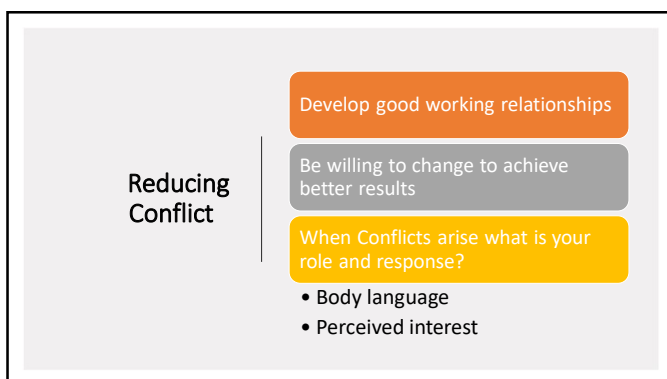
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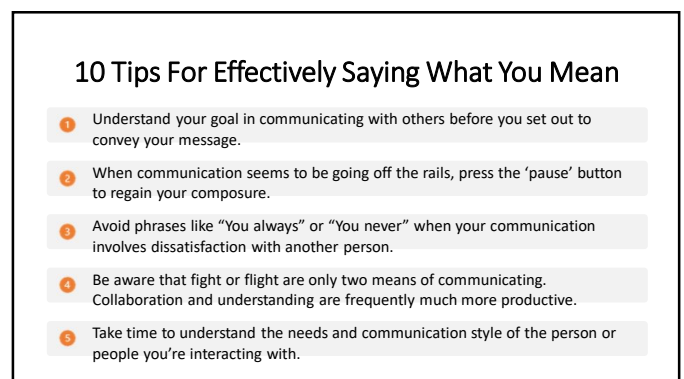
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10 Tips For Effectively Saying What You Mean

6. Reflect on previous conversations or interactions that didn't go so well and decide what you can do differently in the future.
7. Think about the best relationships you have, why they're the best, and how your communication style helps to make it the best.
8. Understand that others may not be very skilled at good communication and make allowances for that.
9. Realize that there may be fear underlying the way you communicate: fear of losing control, fear of being rejected, fear of being embarrassed, and many others.
10. Self-awareness is the first step in improving your communication.