



# Handle Difficult People

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By the end of the Power Hour you will be able to:

- Understand what we mean by difficult behaviour
- Suggest what might be driving the 'difficult' behaviour
- Use Transactional Analysis to take control of difficult behaviours and conversations



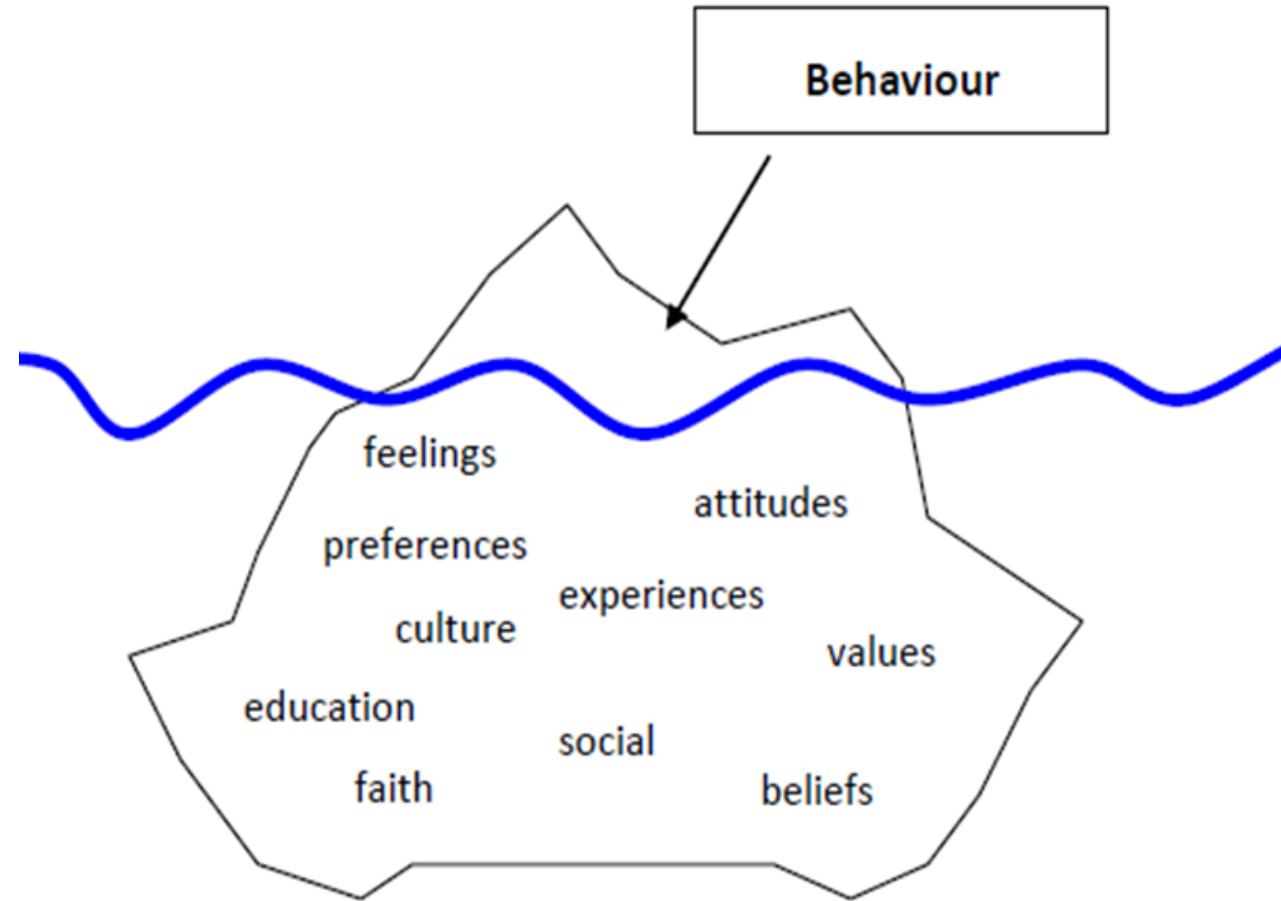
# Difficult or Different?

- Very sociable or value time alone?
- Need detail to make a decision, or work on 'gut instinct'?
- Relationship focussed or task driven?
- Love new experiences and change, or value routine?



# What Makes Behaviour?

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# Natural responses to 'difficult' behaviour

Parent



Critical or  
Nurturing

Adult



Rational  
and  
logical

Child



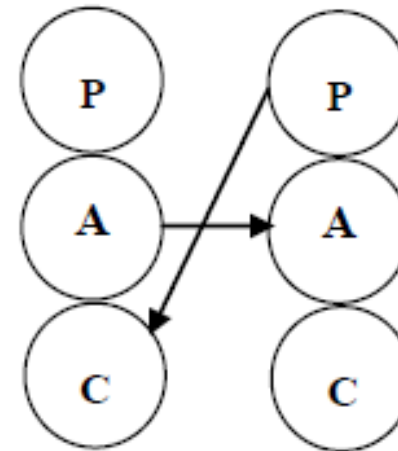
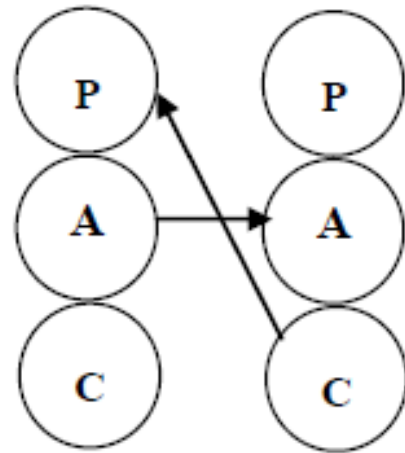
Dutiful  
(Adapted)  
or Free  
(Spoiled)

# Taking Control of Transactions



Psychologically, the easiest transactions between two people are **complementary** transactions, but they aren't always the most helpful.

# Taking Control of Transactions



If someone speaks from the child perspective, they are expecting a parental response. Responding from the adult perspective creates a **crossed transaction**. Persist from the Adult perspective and you can create a complimentary transaction (adult to adult)





# In Summary...

1. Remember that 'difficult' is often just 'different'.
2. Try not to judge people's actions based on your personal values, belief and morals.
3. Think about what might be driving the 'difficult' behaviour and respond to that.
4. Don't respond in a way that will encourage the difficulty to persist.
5. Respond in a calm, objective, 'adult' way as much as possible until the other person does the same.



# Make it Work at Work

What are you going  
to **DO** as a result of  
this Power Hour  
Session?





Thank You  
&  
Good Luck