



Handling Difficult People

February 10, 2021



Vensure Employer Services and our PEO Partners



Agenda

- 1 We're All Difficult People Sometimes
- 2 How Unmet Needs Turn into Difficult Behavior
- 3 Speak Their Language
- 4 Other Options
- 5 Preventing Yourself From Becoming Difficult
- 6 Q&A

Instructions for Submitting Questions with GoToWebinar



› When you launched GoToWebinar, a control panel and a screen share window opened up



› In the control panel, there is a dropdown section entitled, “Questions”



› Open up that section and type your question into the dialog box and hit enter. **If you are a client, please put “CLIENT” in your question**



› Please note that you will not see the questions or comments of others



› We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact webinarHRhelp@Vensure.com

Our Panelist



Robin Paggi
Training and Development Specialist

1

We're All Difficult People Sometimes

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People Are Difficult Because They Are Trying to Express Unmet Needs

The DiSC Model and Personality Traits:

Dominance

Get the Task Done

Influence

Get Appreciation
from Others

Steadiness

Get Along with People

Conscientiousness

Get the Task Right

2

How Unmet Needs Turn into Difficult Behavior

How Unmet Needs Turn Into Difficult Behavior

› Get-The-Task-Done People:

- Tank, Sniper, Know-It-All

› Get-Appreciated-By-Others People:

- Grenade, Friendly Sniper, Think-They-Know-It-All

› Get-Along-With-Others People:

- “Yes” Person, “Maybe” Person, Nothing Person

› Get-The-Task-Right People:

- “No” Person, “Nothing” Person, Whiner



3

Speak Their Language



Speak Their Language

- › **Get-The-Task-Done People:**
Be Brief and to the Point
- › **Get-Appreciated-By-Others People:**
Recognize Their Contributions
- › **Get-Along-With-Others People:**
Use Considerate Communication
- › **Get-It-Right People:**
Be Specific and Pay Attention to Details
- › Show How Behavior Prevents Them
from Getting Their Needs Met
- › Suggest New Behaviors

4

Other Options

Other Options

- › Ignore The Person Who Is Being Difficult
- › Keep Your Distance
- › Get Help
- › Look At Your Own Behavior



5

Preventing Yourself from Becoming Difficult

Preventing Yourself From Becoming Difficult



Know What Your
Needs Are



Pay Attention to How
Others React to You



Listen to What People
Say About You



Take Care of Yourself



Ask For Help

Q&A

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**Thank You for
Your Time**

