

## Difficult Behavior/Communication

### Scenario 1

Someone who constantly interrupts presentations or meetings you could say to them,

•“I’d appreciate it if you held your comments until the end,” and then move on.

### Scenario 2

What if the difficult person frustrates you because they can’t seem to make a decision?

- Get to the root of the problem:
- Do they have enough information?
- Offer them a decision-making model such as who, what, when, where, why and how.

### Scenario 3

Is the problem behavior inflexibility?

- Let the person know that while they are a valuable employee, others might see them as being overly competitive or not a team player.

### Conversation Intros:

“Help me to understand.”

“How can I help you ...”

“What do you need from me?”

“I really want to help you succeed.”

### Beware of using:

Ø Only

“You can *only* attend the meeting for entry-level managers.”

Ø Just

“The boss wants you to participate in *just* this part of the project.”