

You may not be able to like everyone you meet or interact with, but you **can** deal with everyone professionally.

There are many benefits for doing so including

- increased self-respect
- more positive working relationships
- being seen as someone who is collaborative and a team player and can deal effectively with challenging situations. This will impact positively on your personal credibility.

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**Six strategies to help you deal professionally with difficult people**

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**1. Recognise you have the power of choice**

Whoever the other person is, whatever they say, you have the power to choose how you behave with them. You have the power of being able to choose as many options as you want in terms of your behaviour in response to their behaviour. Reacting in kind may be the instinctive response; it does not have to be your response.

**2. Reframe your description of the person, so it's more positive**

Is the person 'difficult' or 'challenging'? Is the person 'challenging' or someone who is 'useful' as they enable you to practice your assertive, conflict management and interpersonal skills? This reframing will impact on your view of them and that will be communicated to them by your non-verbal and verbal communication.

**3. Resource yourself**

What resources do you need to deal with this person professionally? Before you interact you could put on your metaphorical 'armour', your bullet-proof vest, have an impenetrable shield around you, which is keeping you safe.

**4. Separate the person from their behaviour**

What specifically is it that is challenging? What are they doing that is challenging? Is it the way they speak, or the words, or the tone, or the pitch or pace? Is it the way they stand? Is it their gestures? Is it their eye contact or lack of it, or their expressions that are challenging? By discovering the specific behaviour(s) you can identify specific strategies to deal with the behaviour that is challenging.

**5. Distance yourself from them**

Imagine you are seeing or hearing them from a distance, as through a pair of binoculars, or a telescope. Changing the focus by distancing yourself from them can help you feel safe, and less challenged by them.

**6. Understand and accept that conflict is a given**

Conflict is a part of life. It is a given. If you are able to deal with conflict and people who are behaving in challenging ways, this capability will serve you well. You will feel more confident and other people will perceive you as someone who is willing and able to challenge when required.



## About the Author - Krista Powell Edwards

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Krista is a very experienced and highly qualified consultant, coach, facilitator, trainer and author.

She uses her experience and expertise to support individuals and organisations to enhance their effectiveness and performance.

Krista is currently writing her first book on credibility and how to communicate it.

### ***Expertise and experience***

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Krista has developed her expertise through

- An extensive track record of supporting organisations in the UK and internationally since 1995.
- Masters level research in the factors that affect the achievement of workplace performance.
- Extensive Continuous Professional Development (CPD), (including regular attendance at conferences and development programmes).
- Research of 'best practice' consultancy, facilitation and learning and development
- Qualifying as a Master Trainer, Master Practitioner and Practitioner in Neuro-Linguistic Programming (NLP).
- Designing and delivering 500+ training and development programmes.
- 20+ years as Chartered Institute of Personnel and Development (CIPD) volunteer - branch chair, council representative - supporting the CPD and performance of 7500+ HR professionals.
- Lecturing at a university (International Human Resource Management).

### ***Specialist areas***

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Krista specialises in three main areas:-

**Credibility** - How to communicate credibility for influence and positive impact in the workplace

**Credible HR** - Enabling HR to add value to the organisation

**Personal Effectiveness Skills** - Support in developing confidence, credibility, influence, time management and assertiveness and conflict management skills so that individuals and teams are able to perform effectively.

### ***Services***

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Krista offers support in **workplace performance improvement**.

Tailored, cost effective

- Consultancy
- Research
- Coaching
- Facilitation, Training and Development

### ***Contact Details***

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