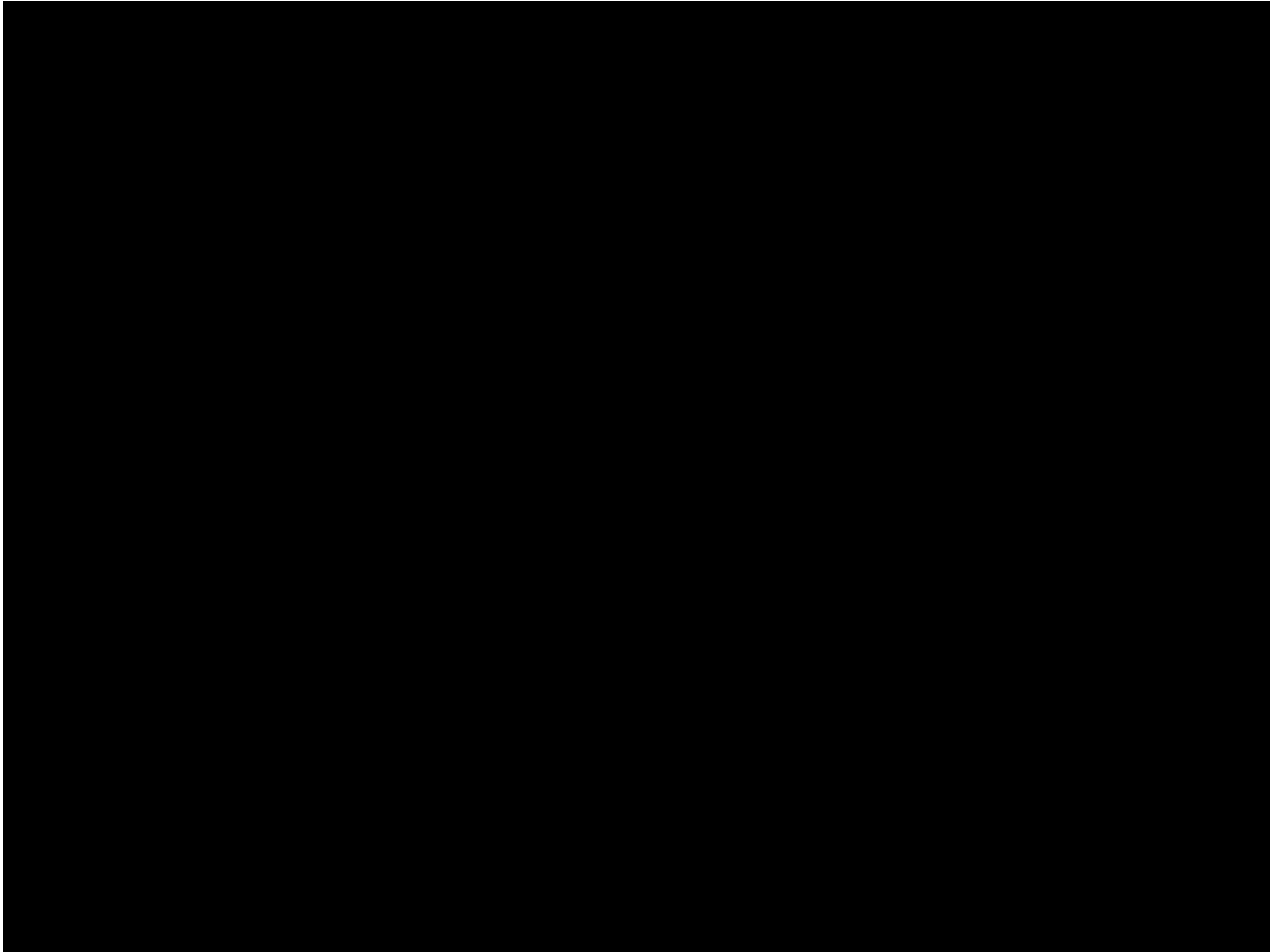


**End Stage Renal Care**  
**Welcome to**  
***“Dealing With Difficult People...”***

**Today's Presenter:**  
**Robert J. Mallon**





# Tips for Today's Session:

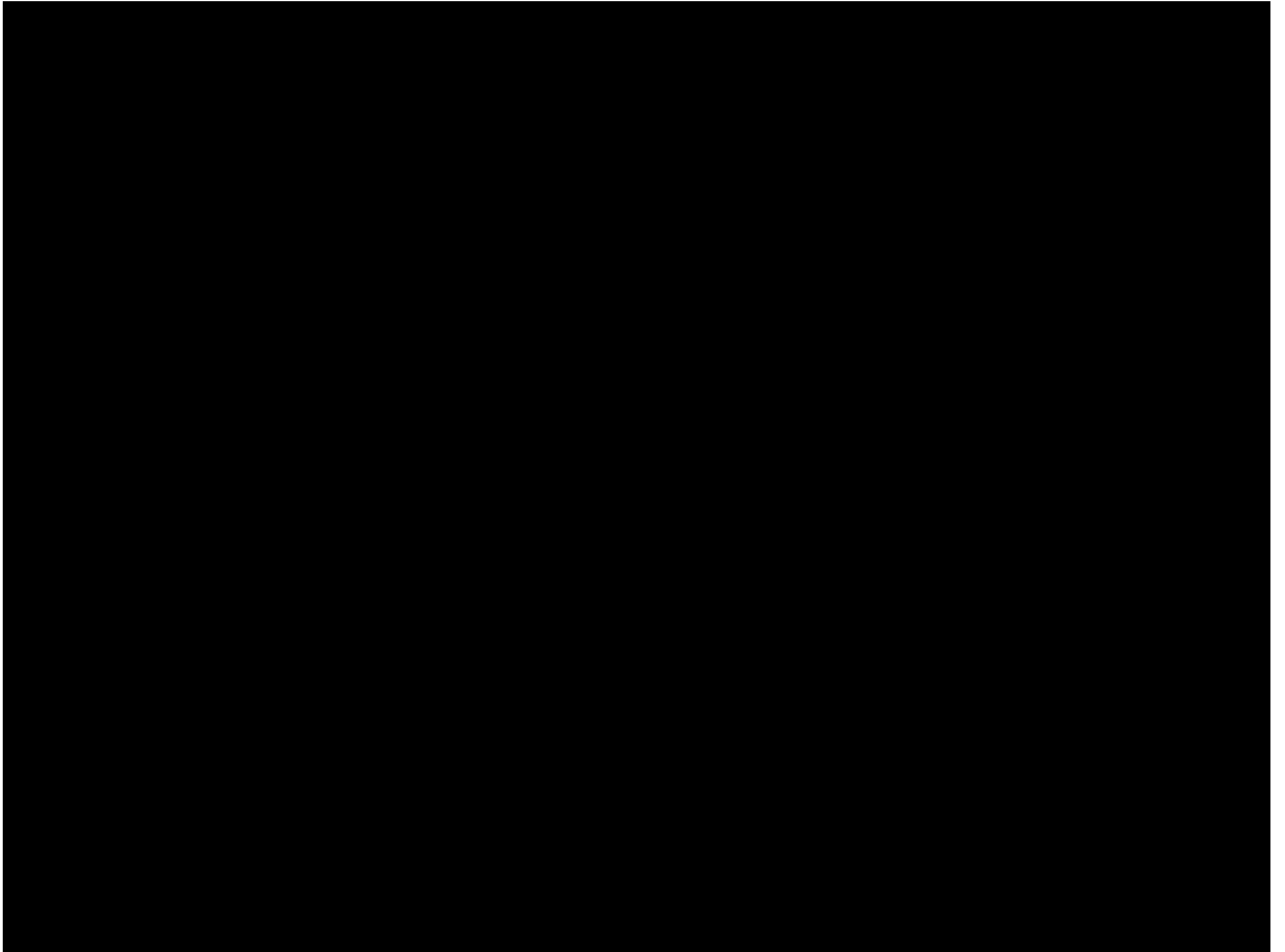
1. Be Open to Change and Committed to Action...







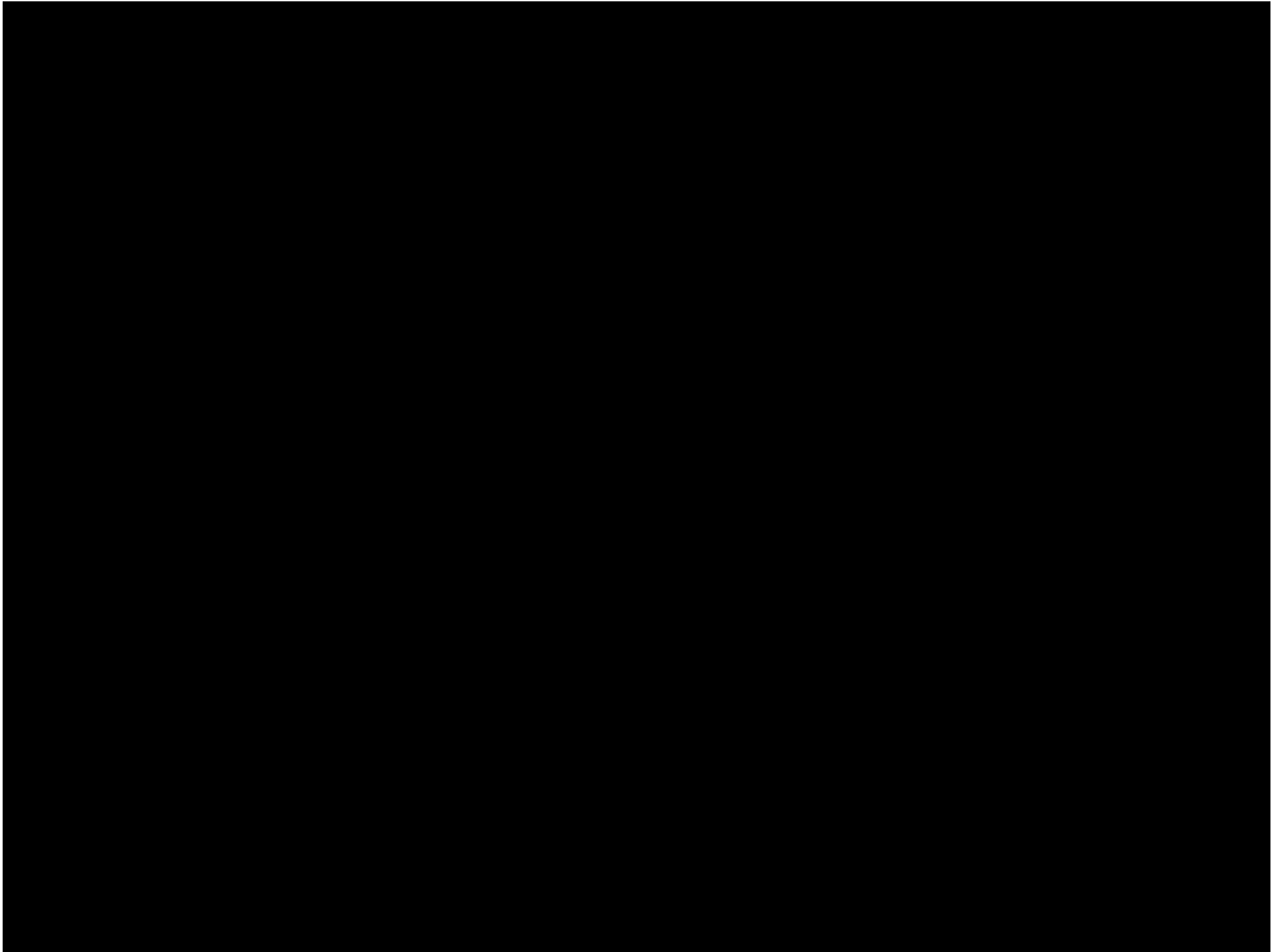




# **Tips for Today's Session:**

**2. Process information as if you are adding  
“Tools in your Tool Belt.”**

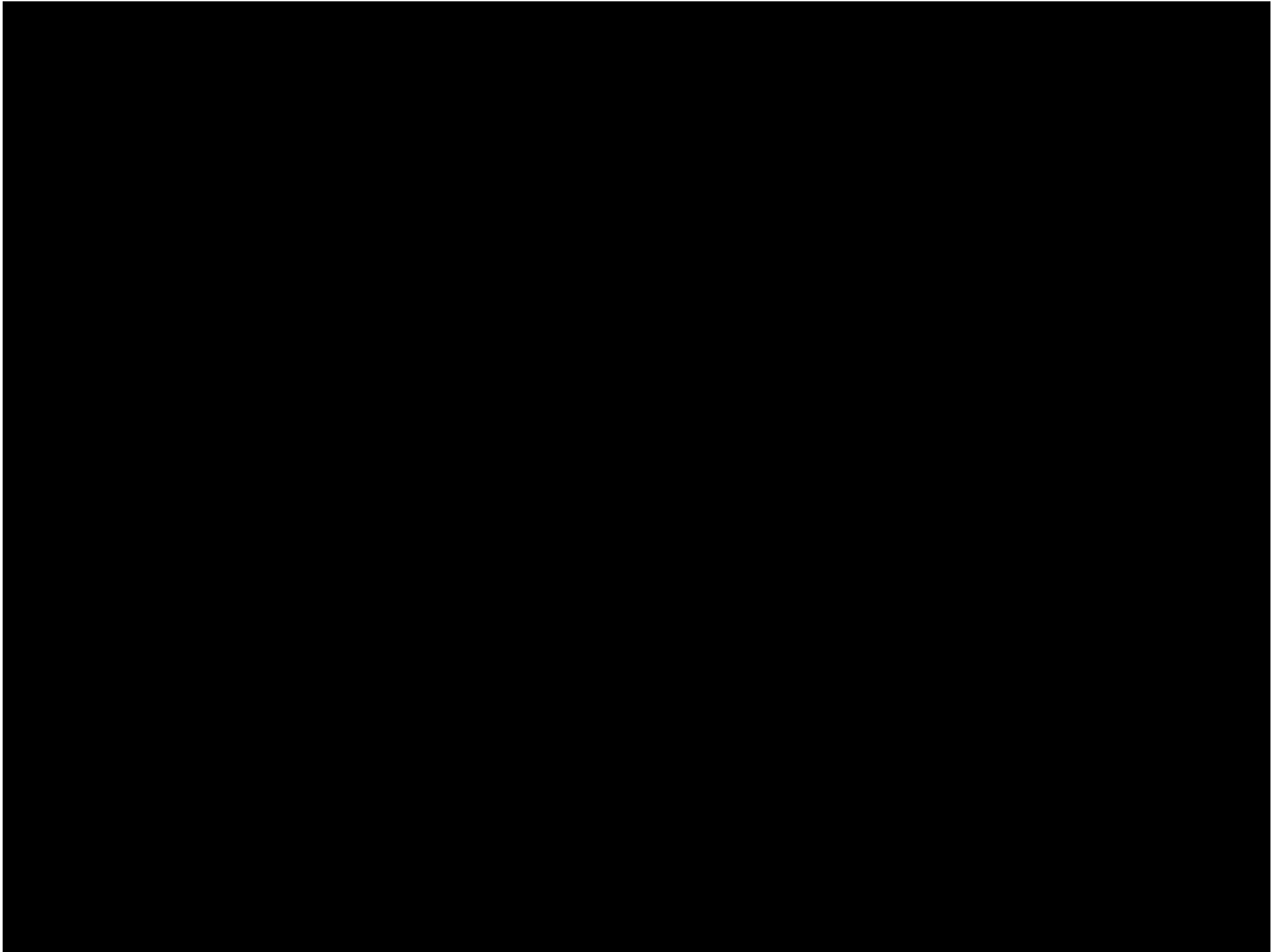




# **Conflict:**

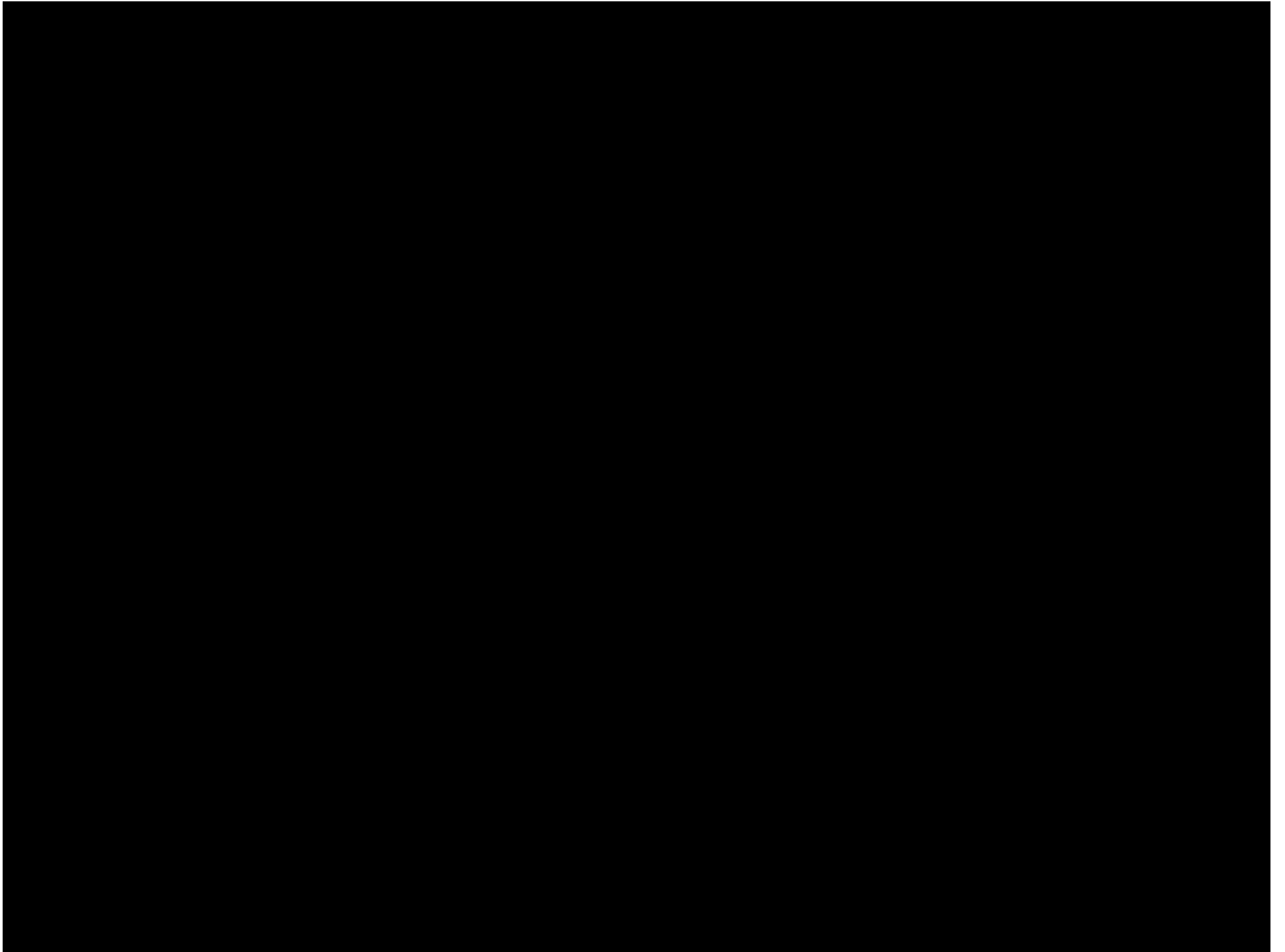
**A state of opposition between individuals usually concerning ideas, interests, or opinions.**





# DICHOTOMOUS THINKING



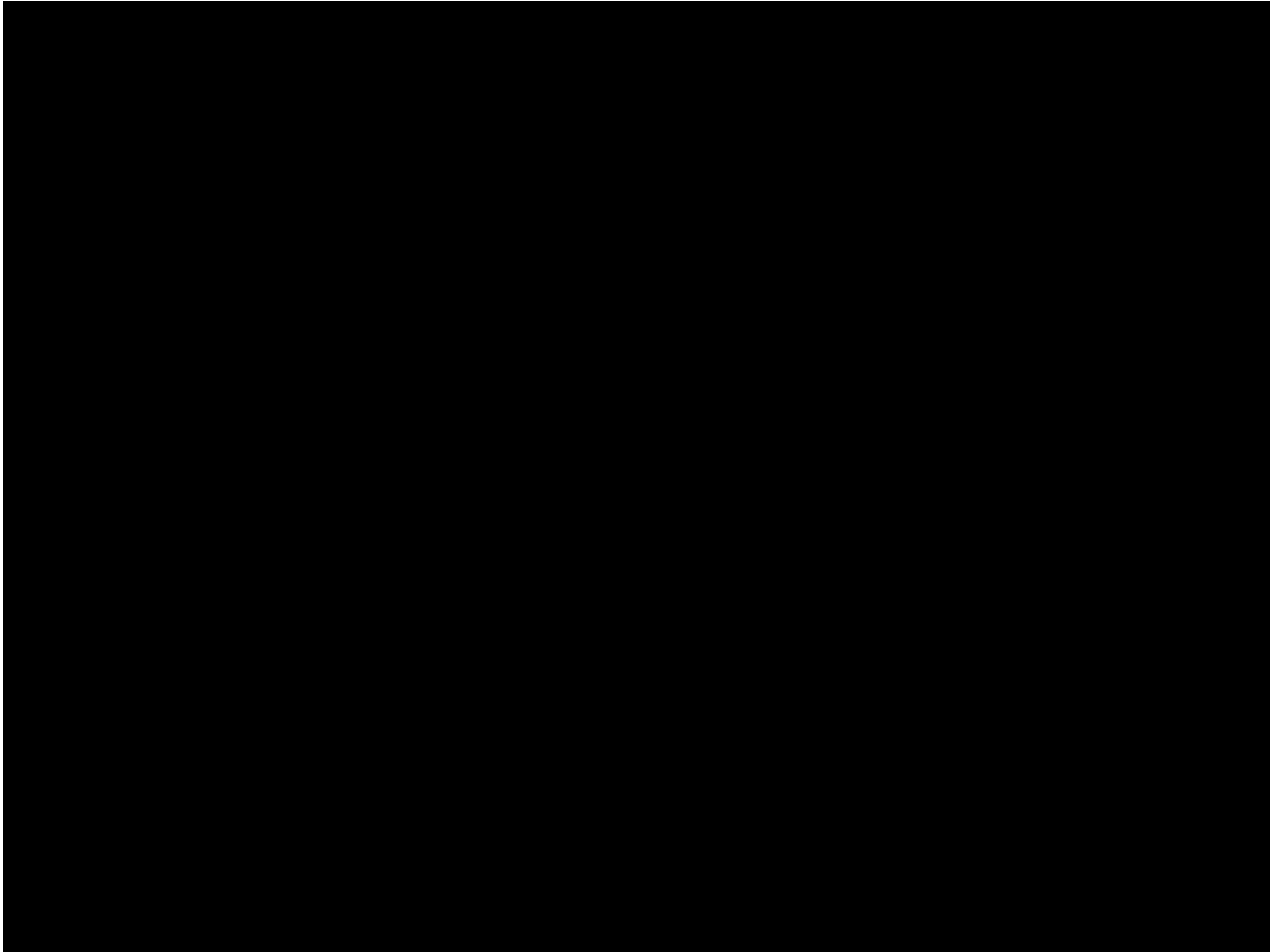


# **Fundamental Attribution Error:**

**People tend to falsely attribute the negative behaviors of others to their character, (predisposed to being bad) while they attribute their own negative behaviors to their environment.**

**(It's the situation's fault.)**

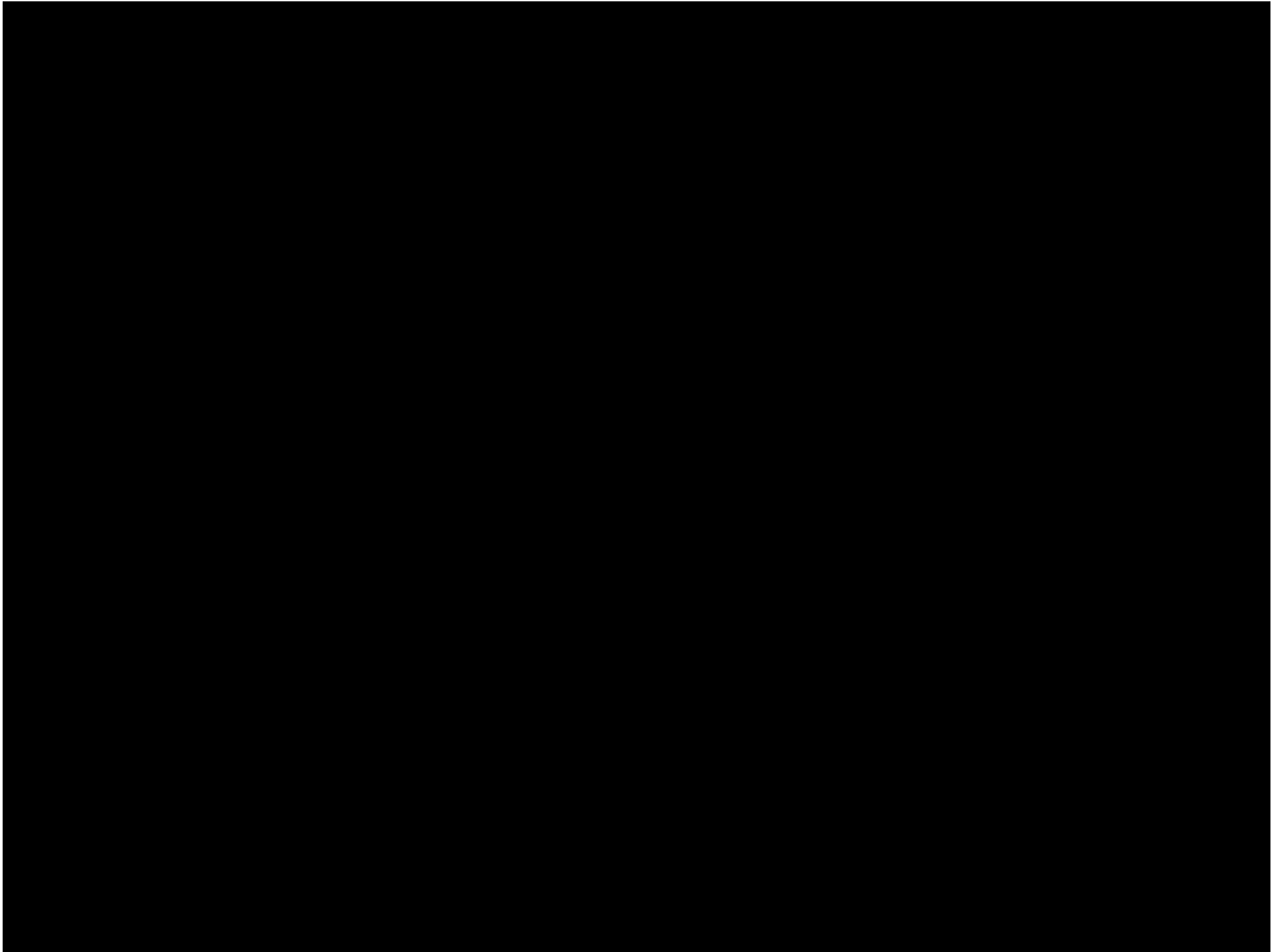




***THOUGHTS → FEELINGS → BEHAVIORS***

**Our minds are like computers. If you don't like your outcomes, you must reprogram with new thoughts and beliefs.**





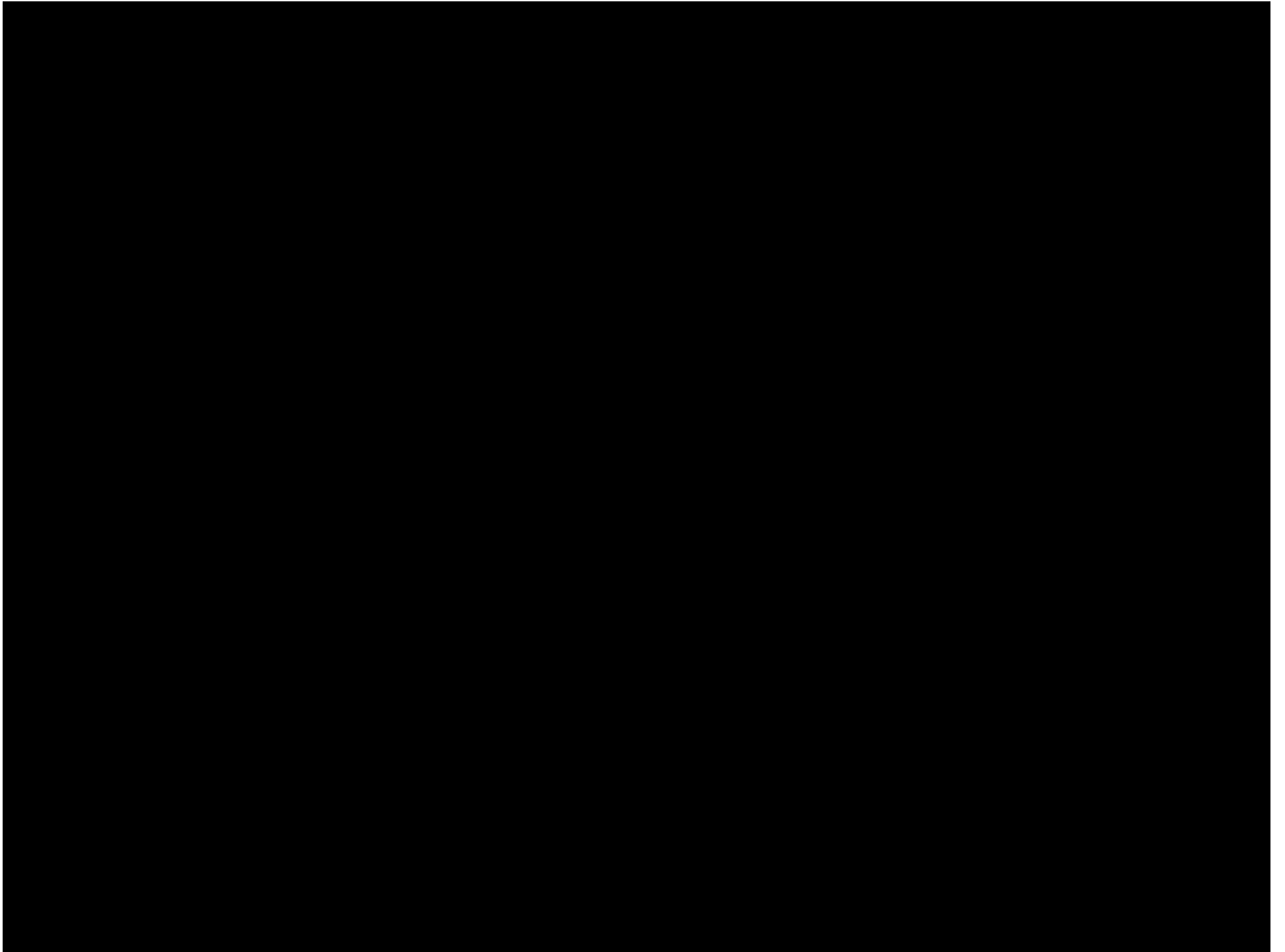
$$\mathbf{E + R = 0}$$



$$\mathbf{E + R = O}$$

**Events + Response = Outcome**





# SPEAKER-LISTENER TECHNIQUE

## Rules for the Speaker:

- **Speak for yourself**
- **Keep statements brief**
- **Stop to let the listener paraphrase**

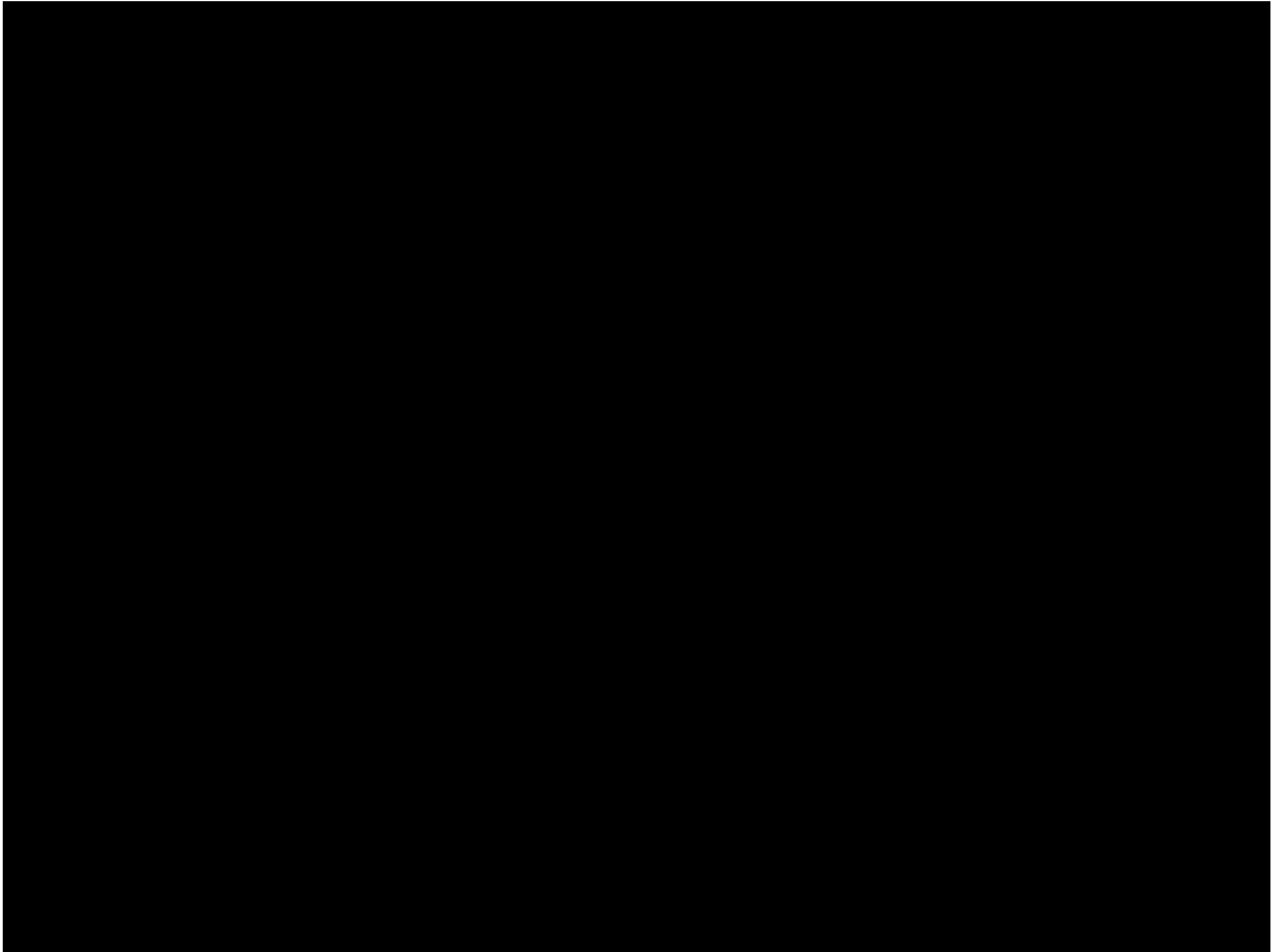
## Rules for the Listener:

- **Paraphrase what you hear**
- **Focus on the speaker's message**
- **Don't rebut..**

## Rules for Both:

- **Share the floor.**





# “NO” PEOPLE

- **Let them voice their concerns in private**
- **Clarify to reduce generalizations (Pin them down specifically)**
- **Project the positive side**



# “COMPLAINERS”

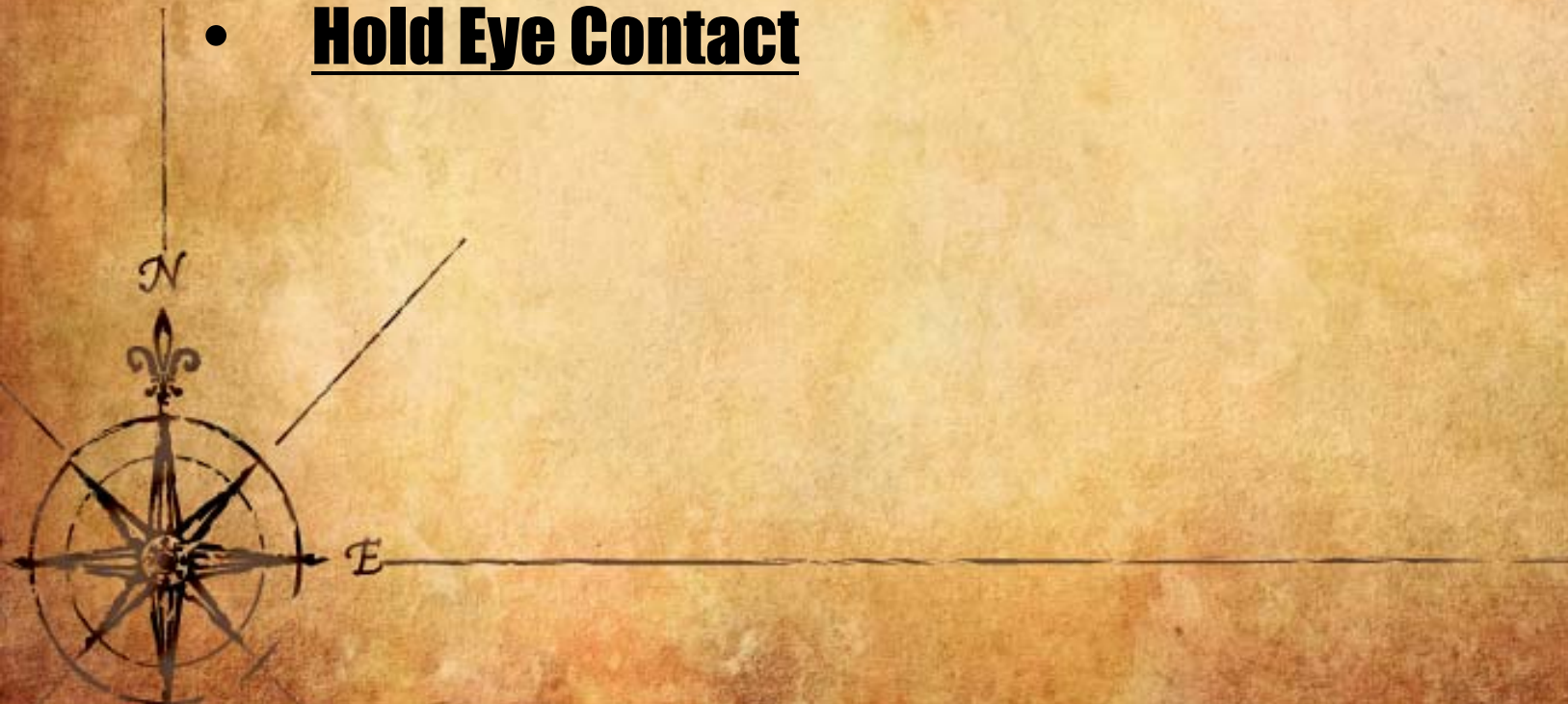
- **Listen carefully to their concerns.**
- **Keep the monkey on them**
- **Direct efforts to a solution together**



# **“TANKS”**

## **1. Command their respect**

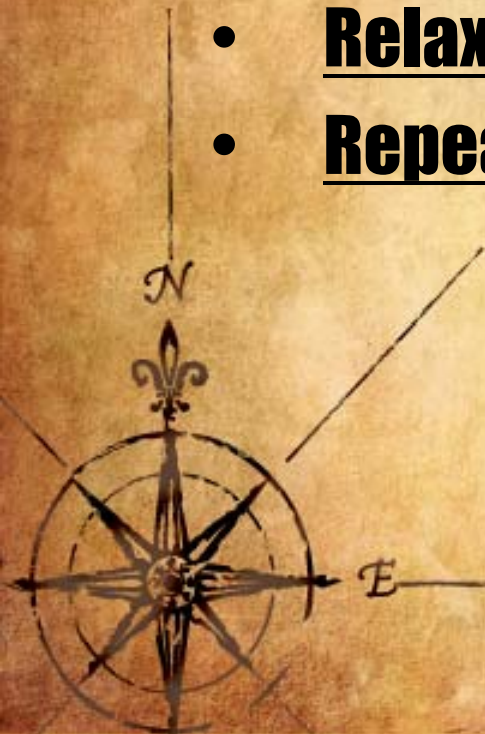
- **Be Competent**
- **Hold Eye Contact**



# **“TANKS”**

## **2. Control your emotions**

- **Keep Breathing**
- **Relax your jaw, neck, & hands**
- **Repeat a coping statement**



# “SNIPERS”

- **Ask clarifying questions about their intent...**
- **Stand your ground**



# “KNOW-IT-ALLS”

- **Know your stuff**
- **Backtrack with respect**
- **Direct into a mentoring opportunity**



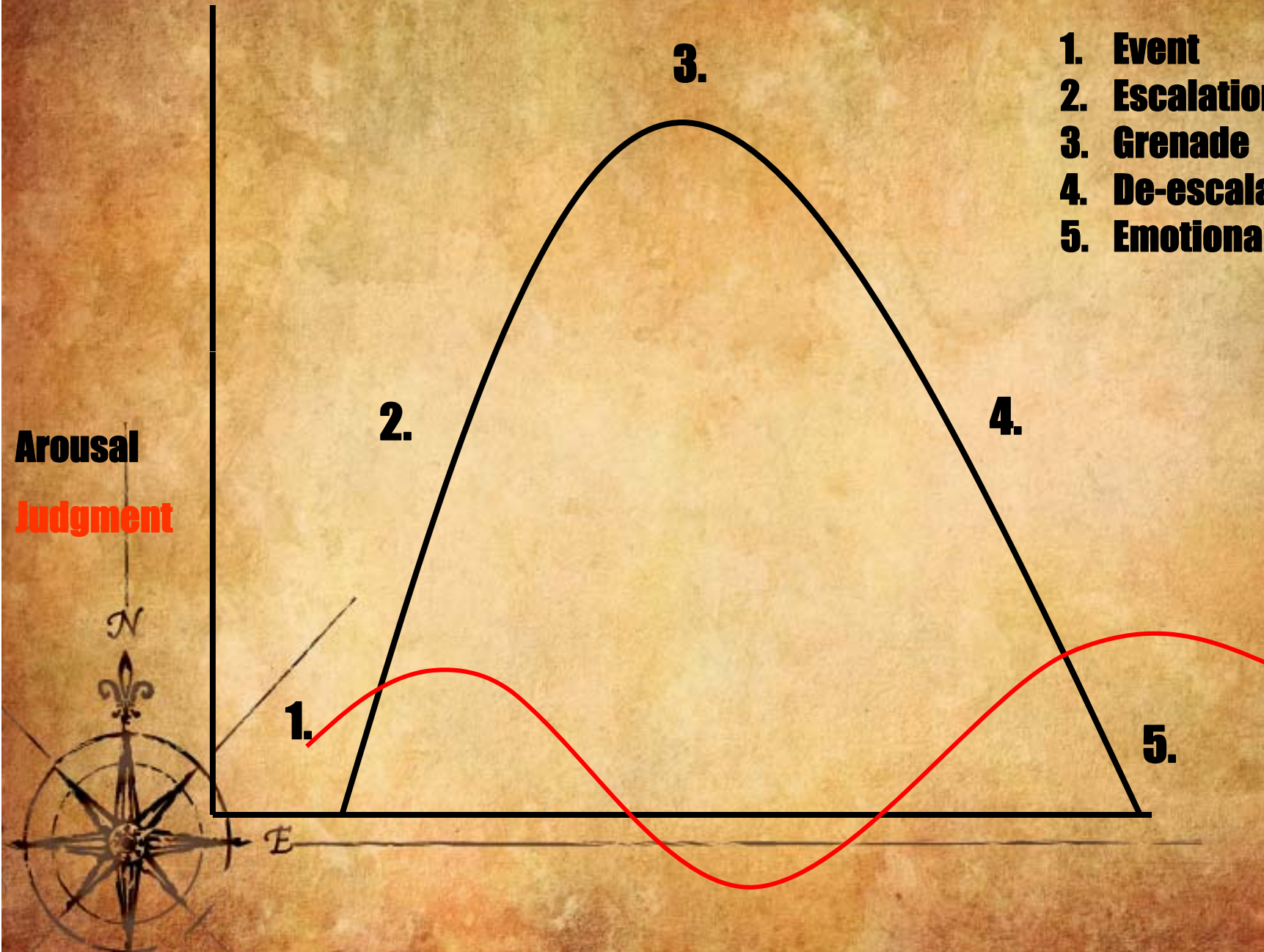
# “GRENADES”

- **During an explosion, redirect their focus – get their attention**
- **Focus on their emotions – let them know that you care.**



**Arousal**  
**Judgment**

- 1. Event**
- 2. Escalation**
- 3. Grenade**
- 4. De-escalation**
- 5. Emotional Result**



# “THINK-THEY-KNOW-IT-ALLS”

- Ask for specifics.
- Use third-party documentation.
- Reward accuracy.



# **“YES” PEOPLE**

- **Encourage honesty.**
- **Assist them in making realistic commitments.**



# “MAYBE” PEOPLE

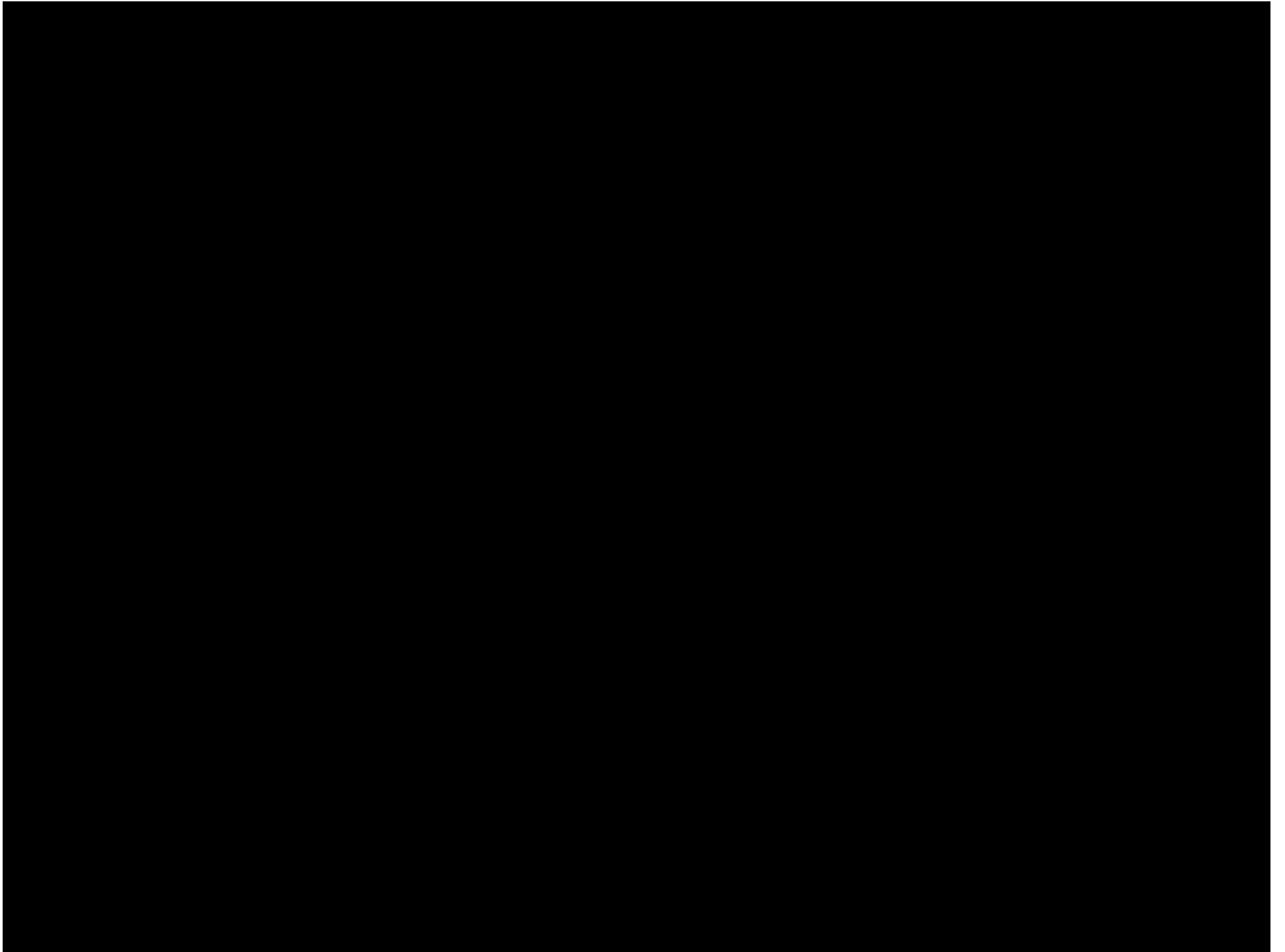
- ***“Work with me here...”***
- **Identify specific hidden fears.**
- **Hold them accountable.**



# **“NOTHING” PEOPLE**

- **Create a safe environment for talking.**
- **Allow plenty of time.**
- **Invite them to “guess.”**



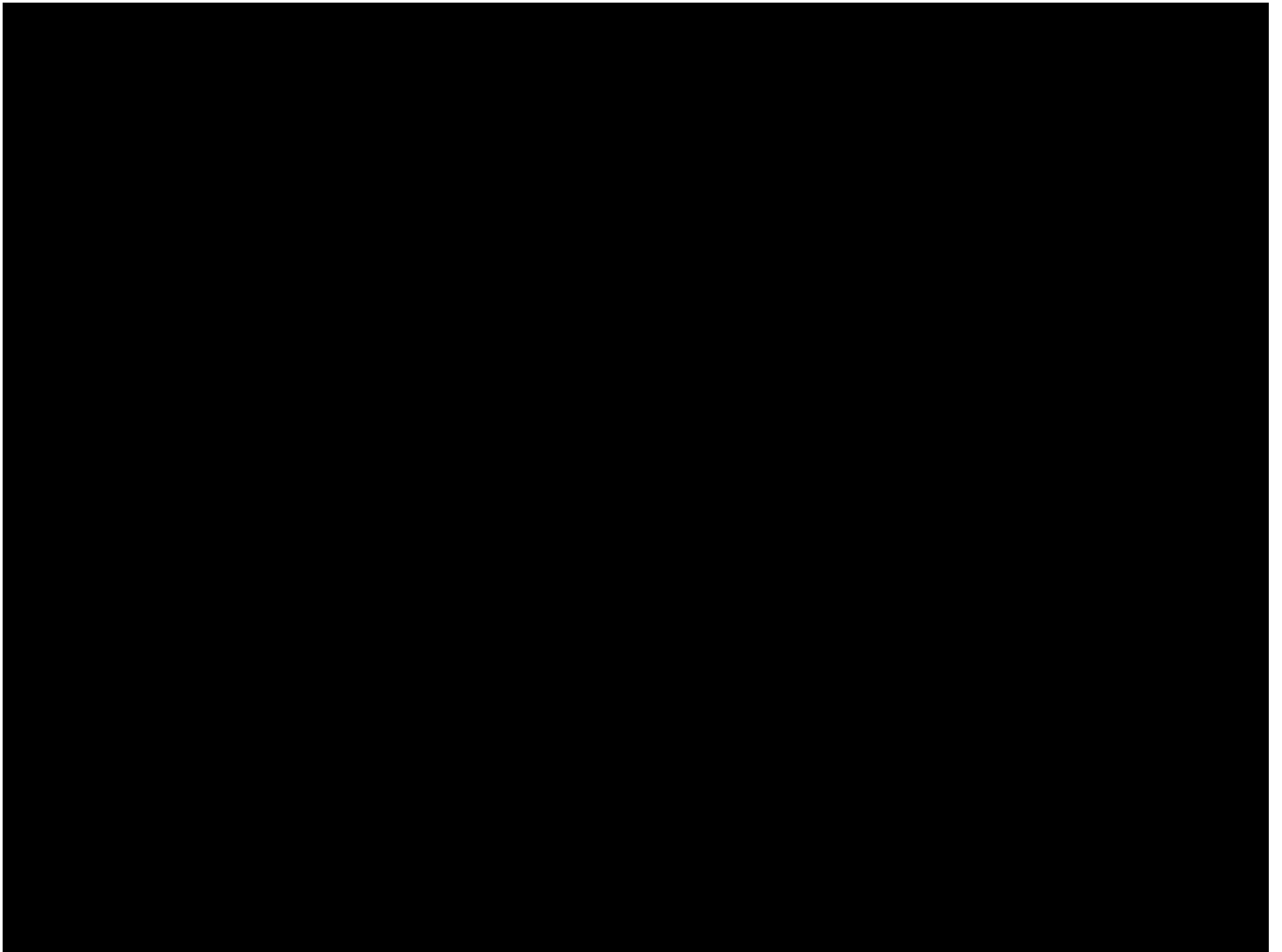


# **THANK YOU!!!**

**Please feel free to visit Robert at his website:**

**[www.RMallon.com](http://www.RMallon.com)**





# Circle of Influence Circle of Concern

