



# DEALING WITH DIFFICULT PEOPLES

# Impact of Difficult people

Aggressive is the simple term used to describe difficult people. There are few people who are very difficult to handle, they speak and act tough in order to get their way around and it can be very difficult to work with them. If such people are strangers it is not a big issue, because meeting them again has a low probability, but if they are your colleagues or your team members or your team leader then the situations get complicated.

**“Workplace violence and various forms of aggression can affect organizations in a variety of ways – Rudy Nydegger, the Professor of management and Psychology has stated in his journal.”**

# Impact of Difficult people

The impact we face with them are humongous;- they do not value a person's emotions, they violate other's rights by misusing power, position, they can be very pushy, dominating, intimidating, constantly blaming and extremely demanding. They can be very reactive to silly things and lose their temperament at the drop of a hat. There are some people who have been assertive but have drifted into being aggressive due to some untoward intent. These people will revert back once their situation eases.

# Reaction of co-workers to aggressive behavior

- Feelings are hurt
- Distrust grows
- Problem doesn't get solved
- Resentment incubates
- May not believe that the job will get done
- They may ignore the aggressive person
- They may insist on evidence of commitment or frequent follow-up

# Tips to deal with difficult people

Stay Positive - Difficult people will not create a difficult situation for you; their requirement is to simply get their way - so they are rude and pushy. Never take anything personally. If you can stay positive then you will be able to understand the hidden need of the rude person.

Don't ever lose your temper nor utter unnecessary words that would fuel the situation. Avoid arguments and do not blame others.

If you eliminate these then you are choosing a powerful tool to avoid conflict with difficult people. We may have set some boundaries and there could be certain behaviors that are not acceptable to us, nevertheless, let us not get into an aggressive state, no matter what. Some people happily avoid the unacceptable behaviors to avoid conflict.

# Tips to deal with difficult people

Dave Willis, a famous writer said

**“Show respect even to people who don't deserve it – not as a reflection of their character, but as a reflection of your”,**  
hence respect the person although he may be rude.

No one can change a person but everyone can have control over their own responses. Use a little humor without hurting others, little humor is required to solve tough situations. Isolate yourself from the situation until you feel free. If none of these things help you, and you are unsuccessfully dealing with them remember the final key– Walk away!.

