

The Complete Lawyer

Dealing with challenging people

Stephen Vallance



The Science bit



Different or Challenging?



Emotions



Processes



Culture

Language



So what do the following words mean?

- Bemused
- **Noisome**
- **Enormity**
- Disinterested
- Hone
- Appraise
- Enervate
- Proscribe
- Fortuitous
- **Unexceptionable**



Do you recognize these people?



The Know-It-Alls

They're arrogant and usually have an opinion on every issue. When they're wrong, they get defensive.



The Passives

These people never offer ideas or let you know where they stand.



The Dictators

They bully and intimidate. They're constantly demanding and brutally critical.



The "Yes" People

They agree to any commitment, yet rarely deliver. You can't trust them to follow through.



The "No" People

They are quick to point out why something won't work. What's worse, they're inflexible.



The Gripers

Is anything ever right with them? They prefer complaining to finding solutions.

Of course you recognize them. They're the people you work with, sell to, depend on, live with. Learn to deal with them quickly and confidently at *Dealing with Difficult People*.



The Debrief

1. How do you feel?
2. What happened?
3. What did you learn?
4. How does this relate?
5. What if ---?
6. What next?



Conclusion & Personal Development.

Contact.

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