

HOW TO HANDLE PEOPLE YOU DON'T REALLY LIKE

Pick your person, choose your strategy!

The Bully

- Sees everyone as an adversary
- Afraid of being taken advantage of
- Needs to feel in control

Try this with a Bully:

Be brief, direct, and factual, like they are.
Don't take offense at their brusqueness.
Offer options they can choose from.

The Lightweight

- Overly optimistic, talkative, and social
- Loses sight of deadlines and details
- Loves collaboration and recognition

Try this with a Lightweight:

Acknowledge their contributions in public.
Help them with details and follow-through.
Be friendly, flexible, and inclusive.

The Pushover

- Resistant to change
- Avoids conflict at all costs
- Will go along in order to get along

Try this with a Pushover:

Be sincere, informal, accept and appreciate them.
Encourage them to speak up.
Warn them of changes in advance.

The Critic

- Focused on tasks, data, and logic
- Finds fault with nearly everything
- Prefers to work independently

Try this with a Critic:

Be accurate, thorough, and logical.
Support your facts with data.
Don't take their criticism personally.

How to Handle Yourself Under **Stress**...

Are you DIRECT and DECISIVE and expect results quickly? When stressed, you may tend to be blunt, intimidating, and impatient, or focus too much on winning. Although these traits may not bother *you*, they will annoy those you are with, and lessen your chances of accomplishing your goals and reaching closure. Back off, listen more carefully, and be open-minded about other people's ideas and opinions. They may have a perspective you haven't yet considered, and that might achieve results even more effectively! Behaving in that way is a sign of strength, not of weakness!

Are you OPTIMISTIC and OUTGOING, and encouraging to others? When stressed, you may become emotional and impulsive, perhaps even volunteering for more than you can manage. Others may think you are sloppy or reckless. Resist the urge to raise your hand for every opportunity! Fiercely maintain your calendar to avoid overbooking. To avoid losing sight of details, keep lists (where you can find them!) and maintain your focus on each next best step.

Are you SYMPATHETIC and ACCOMMODATING, and a great team player, often picking up the slack when necessary? Others may see you as indecisive or overly concerned about peoples' feelings. When stressed, you may resist change at all costs and take care of others rather than caring for yourself. Carefully manage how much you offer to do for others, speak up and share your opinions even when that is uncomfortable, and work hard at saying no when appropriate!

Are you RESERVED, REFLECTIVE, and PRECISE? Your need for accuracy often provides data others need to make the right decisions. Your precision and correctness may lead others to see you as rigid and slowing down progress. You may tend to withdraw when stressed. First verify others' expectations. Ask clarifying questions to avoid going overboard and delivering more than what is actually required. Then give yourself permission to retreat from the crowds—go off by yourself to recharge your batteries!