

# ***Dealing with Difficult Behavior is Like .....***

**Presented by:**

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**Association of Alaska School Boards**  
**Advocates for Alaska's Youth**

# It's no Wonder we have issues!

75% people are significantly different than you!

- \*Diverse members
- \*Passionate people
- \*Shared leadership
- \*Political positions



"I don't like to be difficult, but  
it's the only thing I'm really good at!"



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- Assess the situation
- Stop wishing they were different
- Take a step back
- Formulate a plan
- Implement your plan
- Monitor effectiveness



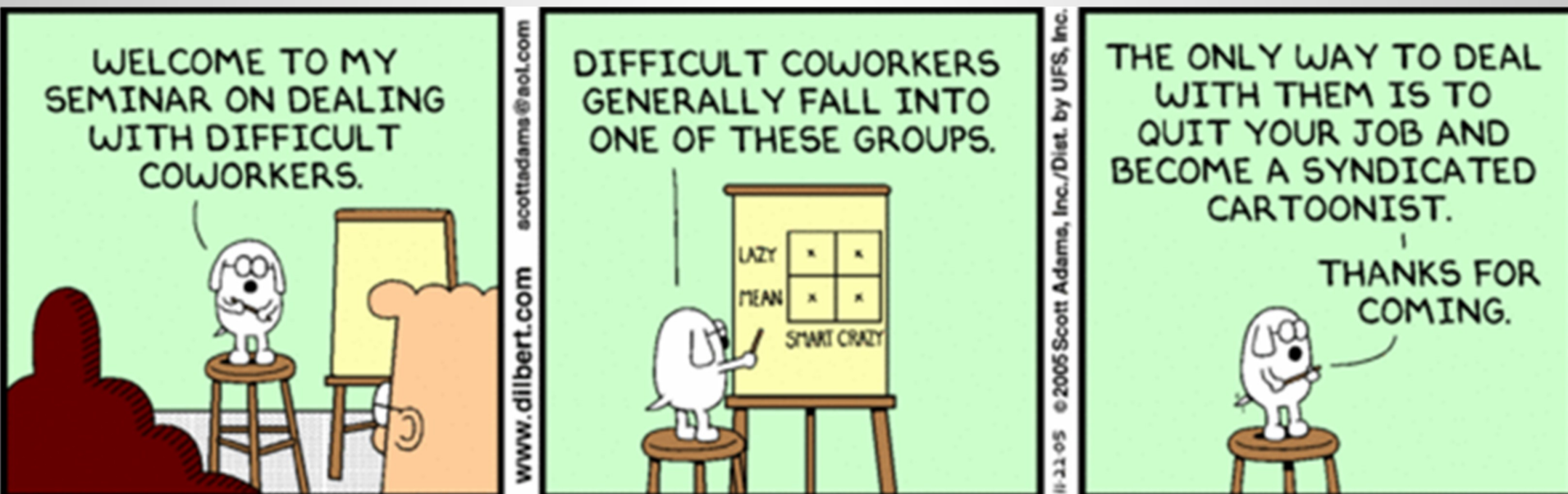
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# *Change Your Attitude*

Understand the difficult person's behavior before it gets out of hand

Place the difficult person's behavior under a magnifying glass

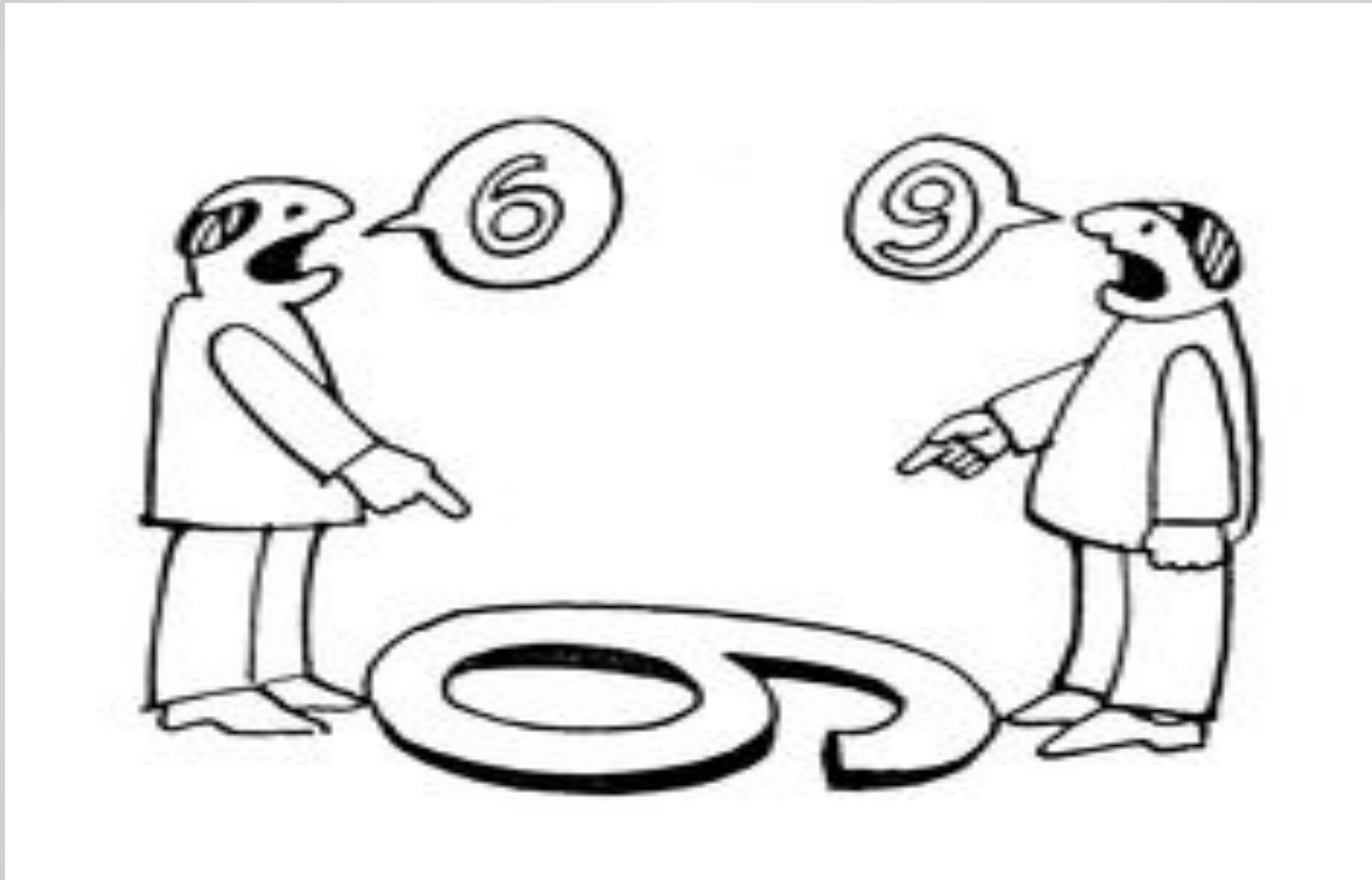
See the motive behind it



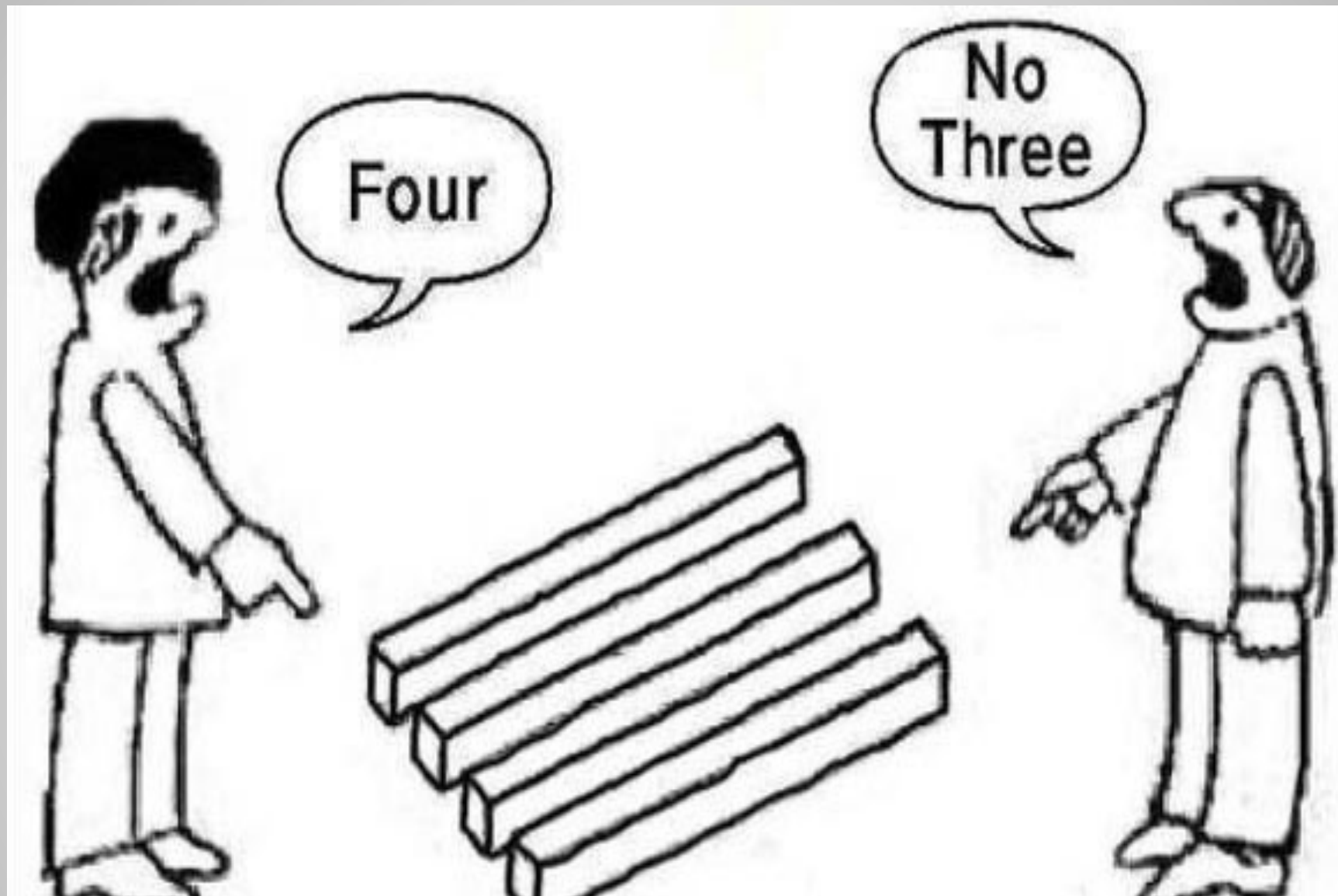
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# *Lens of Understanding*



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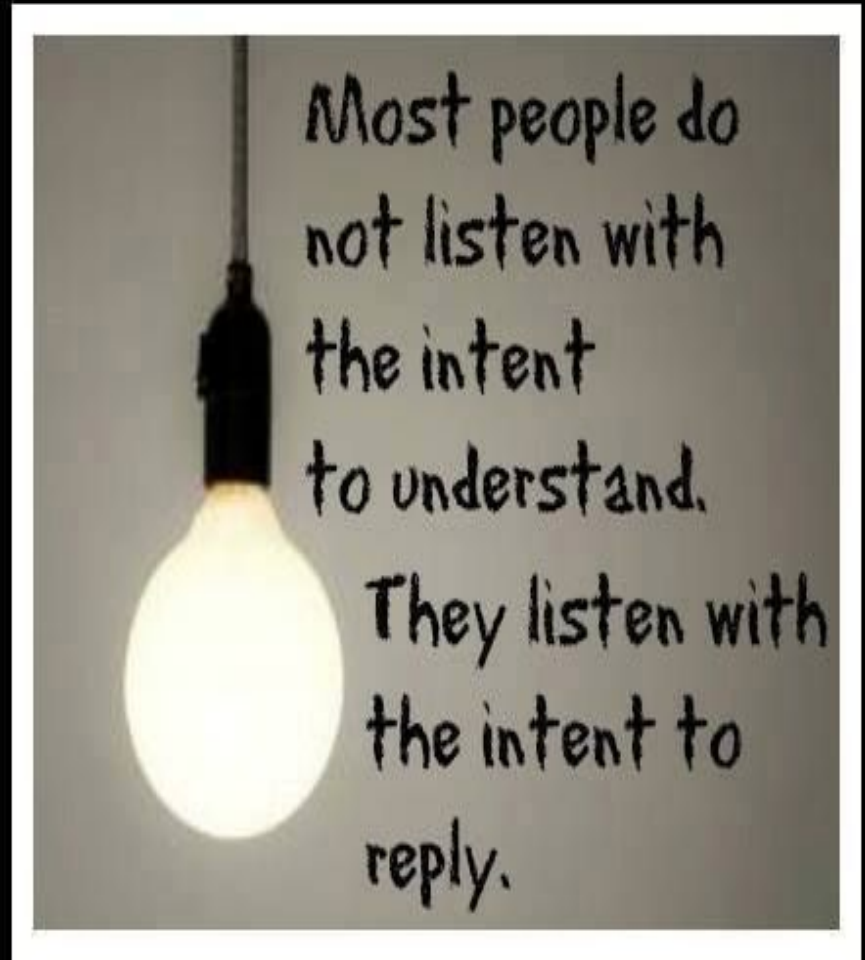


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One quick indicator of a person's intent is their communication style.

When people have shared intent or priorities, conflict is unlikely.

As intent changes so does behavior.



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# *Change Your Behavior*

Some people bring out the best in you - some bring out the worst

Our actions change our minds, Our minds  
can change our behavior and our  
behavior can change the outcomes.

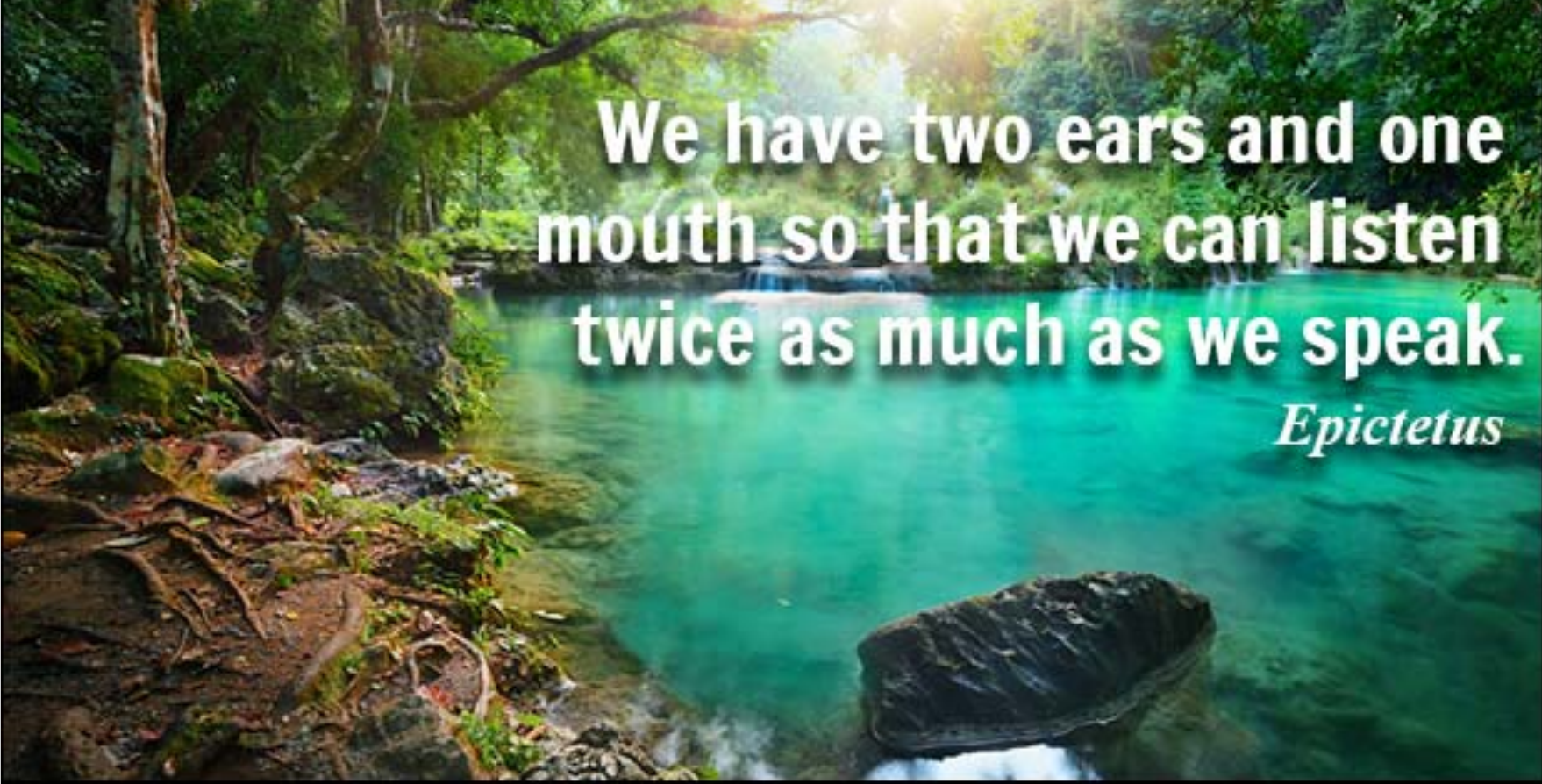
Manish Abraham



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# *Listening Skills Motto*



**We have two ears and one  
mouth so that we can listen  
twice as much as we speak.**

*Epictetus*



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*Which one are YOU?*



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# *Listening in 3 Channels*

10% = Words

40% = Tone – Inflection -  
Volume

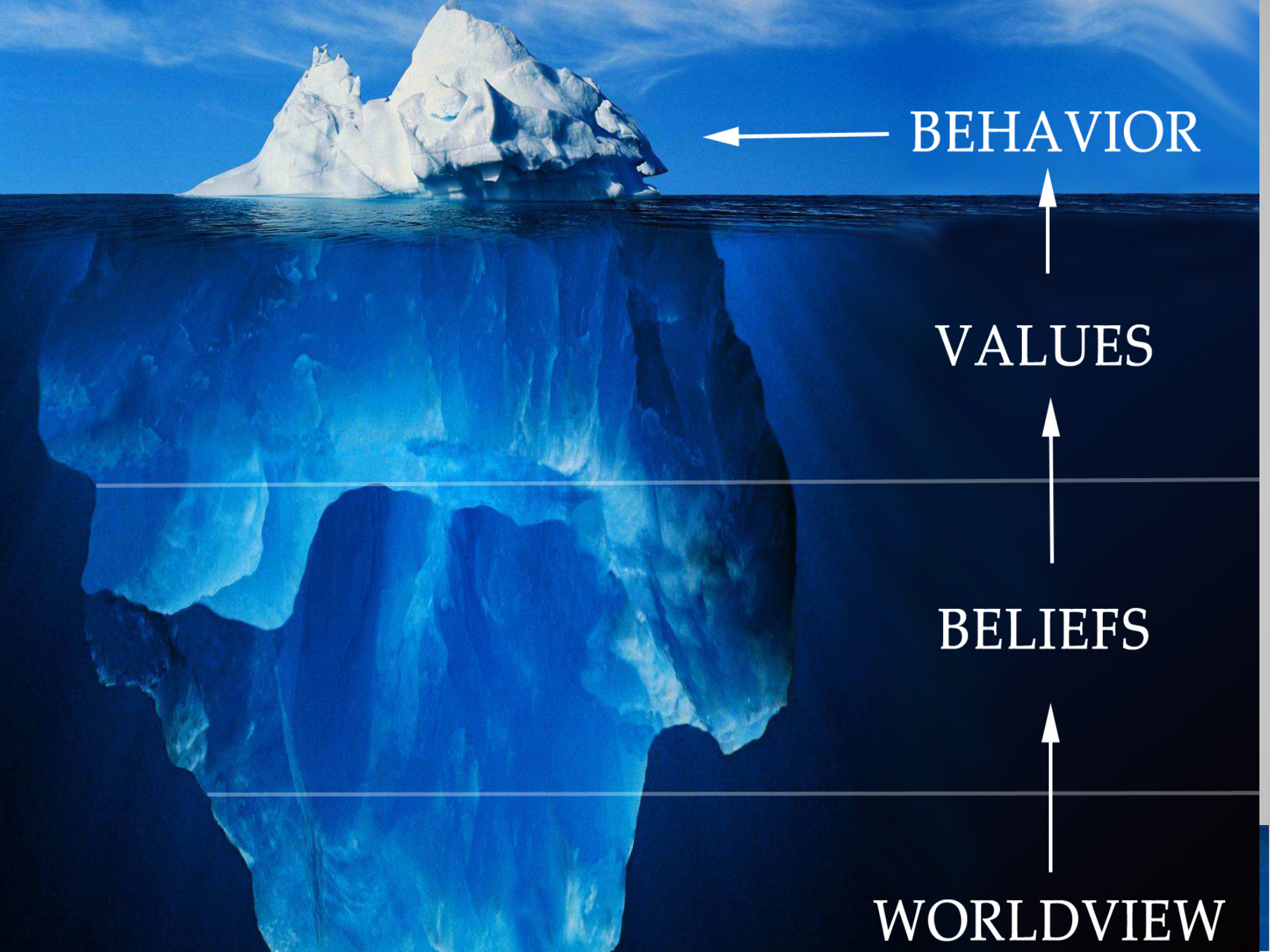
50% = Body language

The word  
LISTEN  
contains  
the same letters  
as the word  
SILENT.

— Alfred Brendel



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BEHAVIOR



VALUES



BELIEFS



WORLDVIEW



# *Communication Tips*



Emphasize your similarities

Find common ground

Reducing differences is essential

“Blending” and “Redirecting”



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# ***Pushback***

What happens when someone says something you disagree with, and you automatically react negatively?

**“WE DON’T NECESSARILY ALWAYS AGREE, BUT  
HOPEFULLY WE MAKE EACH OTHER THINK, AND  
THAT’S WHAT MATTERS.”**

**VANESSA KERRY**

© Lifehack Quotes



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# *One Little Word Exercise*



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# ***Communicate with Problem People***

**Your goal: Speak to be understood**

## **Action Plan:**

- 1. Monitor your tone of voice**
- 2. Be positive about your intent**
- 3. Tactfully interrupt interruptions**
- 4. Blend and Redirect**
- 5. Be ready to listen**



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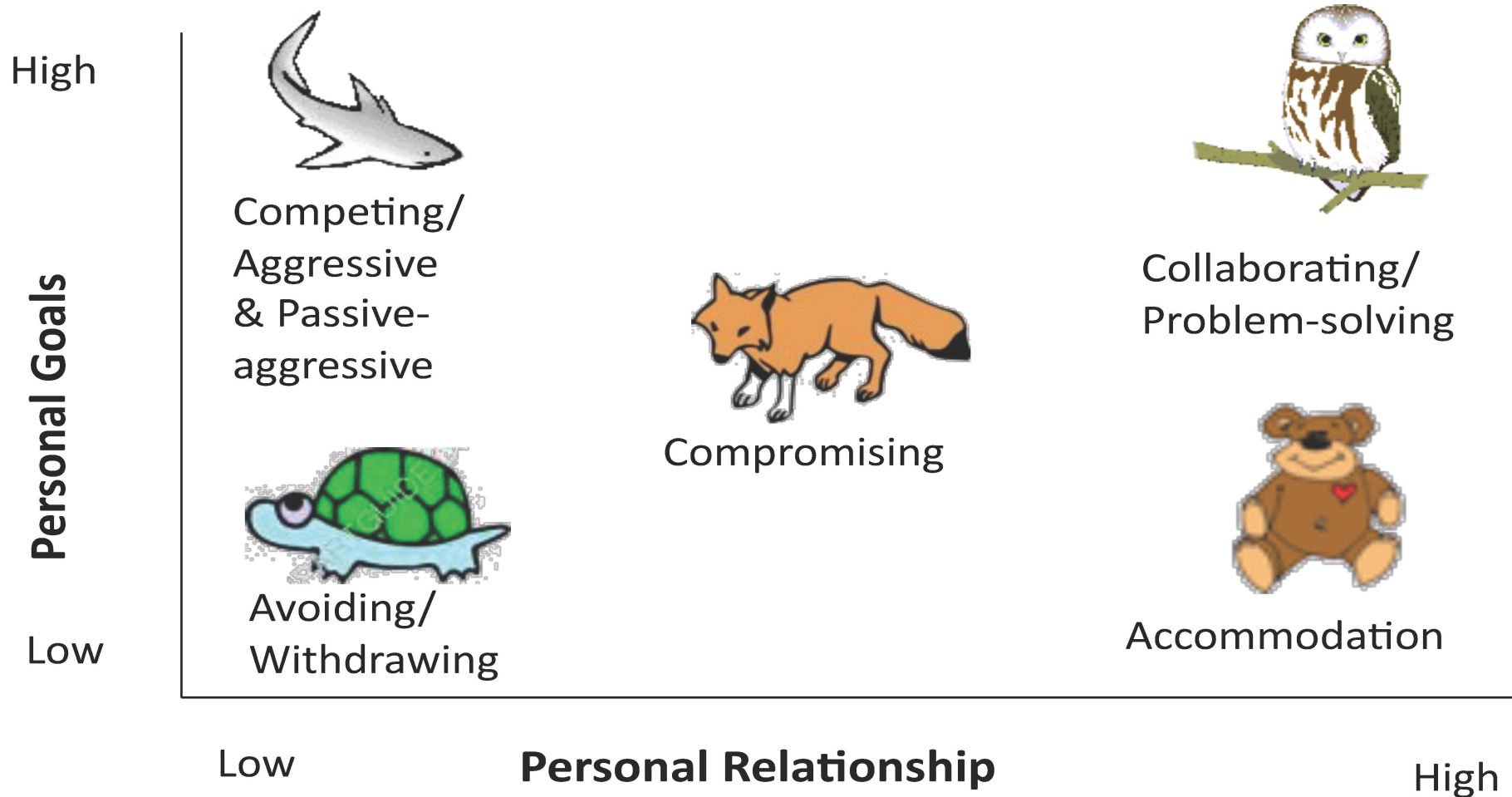


***Conflict is resolved only when the parties agree  
that it is resolved!***



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# Conflict styles



# *Group Dynamics in Conflict*

Righteousness, Entrenched, Peer Pressure, Escalation



**“I suppose I’ll be the one  
to mention the elephant in the room.”**

# ***Values Involved in School Board Conflict***

**Achieving goals as a board member**

**Preserving working relationship**



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# *Attitude*

Life is 10% what  
happens to me and  
90% of how  
I react to it.

Charles Swindoll



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# ***For More Information Contact***

***You can always call AASB  
907.463.1660***

***Timi Tullis, Norm Wooten, and Lon Garrison  
the Board Development Team  
are there to help whenever we can!***



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