Dealing with Difficult Behavior is Like ......

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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!”
- Assess the situation
- Stop wishing they were different
- Take a step back
- Formulate a plan
- Implement your plan
- Monitor effectiveness
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
Lens of Understanding
Four

No Three
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.

Most people do not listen with the intent to understand. They listen with the intent to reply.
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
Listening Skills Motto

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

Epictetus
Which one are YOU?
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
Communication Tips

Emphasize your similarities

Find common ground

Reducing differences is essential

“Blending” and “Redirecting”
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
One Little Word Exercise
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
Conflict is resolved only when the parties agree that it is resolved!
Conflict styles

- Competing/Aggressive & Passive-aggressive
- Avoiding/Withdrawing
- Compromising
- Collaborating/Problem-solving
- Accommodation
Group Dynamics in Conflict

Righteousness, Entrenched, Peer Pressure, Escalation

“I suppose I’ll be the one to mention the elephant in the room.”
Life is 10% what happens to me and 90% of how I react to it.

Charles Swindoll
For More Information Contact

You can always call AASB

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are there to help whenever we can!