

TIP SHEET: Handling Difficult People

From ***Dealing with Challenge and Conflict*** by **Clark Reed / Netgain Partners Inc.** (Cultural Careers Council Ontario and Cultural Human Resources Council, 2003).

Many, if not most people, find it hard to resolve conflicts in ways that strengthen relationships. But it's a worthy goal to pursue.

1. Separate individuals from the problems. Remind yourself that the problem is the *issue* or *relationship*, not the individuals themselves.
2. Be flexible about the other person's viewpoint or style of working.
3. Accept that a different opinion or approach is simply different, not wrong. Remember that there are differences in thinking styles. Acknowledge and appreciate these differences.
4. Don't attach negative labels to people.
5. Continually focus on getting results rather than personal positions.