### Interacting with Whiners

#### Don't . . .
- agree with the person’s complaints
- get defensive
- counter-attack
- say “You’re such a whiner”
- be tough on the person if it’s not their usual style
- be sarcastic (“poor poor you”)

#### Do . . .
- listen attentively
- ask clarifying questions for precise information
- ask “how could it be better?”
- create a problem-solving scenario: “What if…”
- be supportive
- kindly point out the person whining when he/she might not realize it
- listen for a bit and then try to solve the problem with the person

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**A WHINER person in my life (name code): **

This person behaves __________________________________________________________
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My strategy for dealing with this person has been  ___________________________________
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____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

A better way I might deal with this person ____________________________________________
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____________________________________________________________________________
____________________________________________________________________________
Types of Difficult People

Interacting with Know-It-Alls

<table>
<thead>
<tr>
<th>Don't . . .</th>
<th>Do . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>• attack the person’s ideas</td>
<td>• listen attentively</td>
</tr>
<tr>
<td>• put yourself or your ideas down</td>
<td>• respect the person</td>
</tr>
<tr>
<td>• ask the person cite their source</td>
<td>• paraphrase the person’s points</td>
</tr>
<tr>
<td>• debate</td>
<td>• suggest alternatives to the</td>
</tr>
<tr>
<td>• think the person doesn’t know a lot – they</td>
<td>person’s viewpoint</td>
</tr>
<tr>
<td>might!</td>
<td>• remain neutral throughout your</td>
</tr>
<tr>
<td>• try to make the person look bad</td>
<td>conversations</td>
</tr>
<tr>
<td></td>
<td>• keep your humor</td>
</tr>
</tbody>
</table>

A KNOW-IT-ALL person in my life (name code): _______________

This person behaves ________________________________________
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My strategy for dealing with this person has been _________________________________
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A better way I might deal with this person _________________________________
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## Interacting with Aggressive People

### Don't . . .
- argue
- retaliate
- escalate the hostility
- fight against the person
- try to win the argument
- take the behavior personally
- submit to their wishes
- wait for them to run out of steam

### Do . . .
- divert attention, if possible
- offer information that explains your situation
- look for common interests and agreement
- remain calm
- acknowledge the person’s feelings
- explain your feelings using “I” statements
- set limits on violence and aggression
- walk away if necessary

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An AGGRESSIVE person in my life (name code): _______________

This person behaves ____________________________________________________

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My strategy for dealing with this person has been __________________________________

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A better way I might deal with this person ____________________________________

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_______________________________________________________________________
Interacting with Passive People

<table>
<thead>
<tr>
<th>Don't . . .</th>
<th>Do . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>• fill in the silence with conversation</td>
<td>• ask open-ended questions</td>
</tr>
<tr>
<td>• exclude the person in activities</td>
<td>• provide opportunity for the person to speak</td>
</tr>
<tr>
<td>• complete the person's sentences</td>
<td>• wait in silence</td>
</tr>
<tr>
<td>• talk too much too soon</td>
<td>• be attentive</td>
</tr>
<tr>
<td>• ask too many questions or appear nosey</td>
<td>• expect responses</td>
</tr>
<tr>
<td>• exclude the person in conversations</td>
<td>• find a topic the person has interest in</td>
</tr>
<tr>
<td>• assume the person is disinterested</td>
<td>• be playful, fun loving and friendly</td>
</tr>
</tbody>
</table>

A PASSIVE person in my life (name code): ________________

This person behaves __________________________________________________________
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My strategy for dealing with this person has been __________________________________
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A better way I might deal with this person _________________________________________
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____________________________________________________________________________
# Interacting with Negative People

<table>
<thead>
<tr>
<th>Don’t . . .</th>
<th>Do . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>• agree with the complaints</td>
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</tr>
<tr>
<td>• get defensive</td>
<td>• ask clarifying questions for precise information</td>
</tr>
<tr>
<td>• counter-attack</td>
<td>• ask “how could it be better?”</td>
</tr>
<tr>
<td>• think it is a reflection on you</td>
<td>• create a problem-solving scenario</td>
</tr>
<tr>
<td>• accept blame</td>
<td>• be supportive</td>
</tr>
<tr>
<td>• spend more time with the person than you need</td>
<td>• remain detached</td>
</tr>
<tr>
<td>• lose focus on your own energy and positivity</td>
<td>• say, “now tell me something positive”</td>
</tr>
</tbody>
</table>

A NEGATIVE person in my life (name code): ________________

This person behaves ______________________________________________________
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My strategy for dealing with this person has been __________________________
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A better way I might deal with this person _______________________________
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### Interacting with Yes-People

#### Don't . . .
- help them out by doing the work they agreed to do, and aren’t doing
- get caught up in their need for approval
- ask more of them than they can do, even if you know they’ll say yes
- let them get you in the middle by saying yes to
- say yes to someone of a different opinion
- give them praise when they say yes, again

#### Do . . .
- help them turn down activities
- be clear about priorities
- show them ways to say no
- if they do accept a task, help them create a timeline for completion
- help them set boundaries
- build a relationship and try to talk to them
- make suggestions for alternatives

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**A YES-PERSON in my life (name code): ______________**

This person behaves __________________________________________________________
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My strategy for dealing with this person has been ____________________________________
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____________________________________________________________________________
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A better way I might deal with this person _________________________________________
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