

# Interacting with Whiners



<b><i>Don't . . .</i></b>	<b><i>Do . . .</i></b>
<ul style="list-style-type: none"><li>• agree with the person's complaints</li><li>• get defensive</li><li>• counter-attack</li><li>• say "You're such a whiner"</li><li>• be tough on the person if it's not their usual style</li><li>• be sarcastic ("poor poor you")</li></ul>	<ul style="list-style-type: none"><li>• listen attentively</li><li>• ask clarifying questions for precise information</li><li>• ask "how could it be better?"</li><li>• create a problem-solving scenario: "What if..."</li><li>• be supportive</li><li>• kindly point out the person whining when he/she might not realize it</li><li>• listen for a bit and then try to solve the problem with the person</li></ul>

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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# Interacting with Know-It-Alls



<b><i>Don't . . .</i></b>	<b><i>Do . . .</i></b>
<ul style="list-style-type: none"><li>• attack the person's ideas</li><li>• put yourself or your ideas down</li><li>• ask the person cite their source</li><li>• debate</li><li>• think the person doesn't know a lot – they might!</li><li>• try to make the person look bad</li></ul>	<ul style="list-style-type: none"><li>• listen attentively</li><li>• respect the person</li><li>• paraphrase the person's points</li><li>• suggest alternatives to the person's viewpoint</li><li>• remain neutral throughout your conversations</li><li>• keep your humor</li></ul>

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



<p><b><i>Don't . . .</i></b></p> <ul style="list-style-type: none"> <li>• argue</li> <li>• retaliate</li> <li>• escalate the hostility</li> <li>• fight against the person</li> <li>• try to win the argument</li> <li>• take the behavior personally</li> <li>• submit to their wishes</li> <li>• wait for them to run out of steam</li> </ul>	<p><b><i>Do . . .</i></b></p> <ul style="list-style-type: none"> <li>• divert attention, if possible</li> <li>• offer information that explains your situation</li> <li>• look for common interests and agreement</li> <li>• remain calm</li> <li>• acknowledge the person's feelings</li> <li>• explain your feelings using "I" statements</li> <li>• set limits on violence and aggression</li> <li>• walk away if necessary</li> </ul>
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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



<b><i>Don't . . .</i></b>	<b><i>Do . . .</i></b>
<ul style="list-style-type: none"><li>• fill in the silence with conversation</li><li>• exclude the person in activities</li><li>• complete the person's sentences</li><li>• talk too much too soon</li><li>• ask too many questions or appear nosey</li><li>• exclude the person in conversations</li><li>• assume the person is disinterested</li></ul>	<ul style="list-style-type: none"><li>• ask open-ended questions</li><li>• provide opportunity for the person to speak</li><li>• wait in silence</li><li>• be attentive</li><li>• expect responses</li><li>• find a topic the person has interest in</li><li>• be playful, fun loving and friendly</li></ul>

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



<p><b><i>Don't . . .</i></b></p> <ul style="list-style-type: none"> <li>• agree with the complaints</li> <li>• get defensive</li> <li>• counter-attack</li> <li>• think it is a reflection on you</li> <li>• accept blame</li> <li>• spend more time with the person than you need</li> <li>• lose focus on your own energy and positivity</li> </ul>	<p><b><i>Do . . .</i></b></p> <ul style="list-style-type: none"> <li>• listen attentively</li> <li>• ask clarifying questions for precise information</li> <li>• ask "how could it be better?"</li> <li>• create a problem-solving scenario</li> <li>• be supportive</li> <li>• remain detached</li> <li>• say, "now tell me something positive"</li> </ul>
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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



<b><i>Don't . . .</i></b>	<b><i>Do . . .</i></b>
<ul style="list-style-type: none"><li>• help them out by doing the work they agreed to do, and aren't doing</li><li>• get caught up in their need for approval</li><li>• ask more of them than they can do, even if you know they'll say yes</li><li>• let them get you in the middle by saying yes to</li><li>• say yes to someone of a different opinion</li><li>• give them praise when they say yes, again</li></ul>	<ul style="list-style-type: none"><li>• help them turn down activities</li><li>• be clear about priorities</li><li>• show them ways to say no</li><li>• if they do accept a task, help them create a timeline for completion</li><li>• help them set boundaries</li><li>• build a relationship and try to talk to them</li><li>• make suggestions for alternatives</li></ul>

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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A better way I might deal with this person \_\_\_\_\_  
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