

## *Dealing with Difficult People"* *by Rosalinda O'Neill*

Leadership Skills	Difficult people moments happen every day. Sometimes we are the difficult person that needs to be managed. Here are some points for greater success in dealing with difficult people – and for greatness and greater success in love, recovery, work and all of your life.
Success Skills	<u>First:</u> A difficult person causes disruption; whether a client, colleague, employee or loved one.
Work & LifeBalance	A) Keep focused on your people relations being profitable, stable, and honorable. B) Recognize conflict creating agendas & patterns. Do NOT get hooked by them or attack back.
Team Building	C) Be thoughtful in using your knowledge, instincts, intellect, perseverance, & luck.
Conflict Resolution	<u>Second:</u> There are two types of “difficult” people situations. Stay peaceful with both. A) Intentionally difficult people: they calculate, manipulate and play with you. B) Unintentionally difficult people: they are out of control, and value your strengths.
HR & Termination	<u>Third:</u> Face difficult situations, like life itself, with honor and grace. Listen carefully to what people tell you and you will often be given the keys to the kingdom. Find the way to assess and listen in difficult moments. You will then be a true “professional” and give what is beneficial and needed. You will also be the better person you can be. Difficult situations make many fine people become difficult: to survive real or imagined threats. These people, who are not difficult by nature, are struggling to find a way out of their abyss. A small minority of people who are difficult by nature DO exist and enjoy causing harm. They are the hardest to work and succeed with, and often best left or directed to find someone other than you or your world to abuse.
 Crisis & Threat	
Addiction & Alcoholism	
Relationship Recovery	<u>Finally:</u> You, and your clients and co-workers, bring your whole life experience to each day. Everyone does. We all have times when other personal and professional dilemmas, losses, and pain swirl inside us. Getting through the next moment, let alone any problem, can be the real priority. Making a good connection as one human being to another is the best way you can serve your clients, others around you, and yourself. It is also the surest way to turn difficult moments into something finer for all. Good journey.
Collaborative Divorce	
Married For Life	

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