

Like Fingernails on a Chalkboard...

Dealing with Difficult Employees

Ohio Park & Rec Association

Presented by Lori Klinka
Speaker, Trainer, Speaking Coach
www.loriklinka.com

DANGER

Proceed
With Caution

WARNING

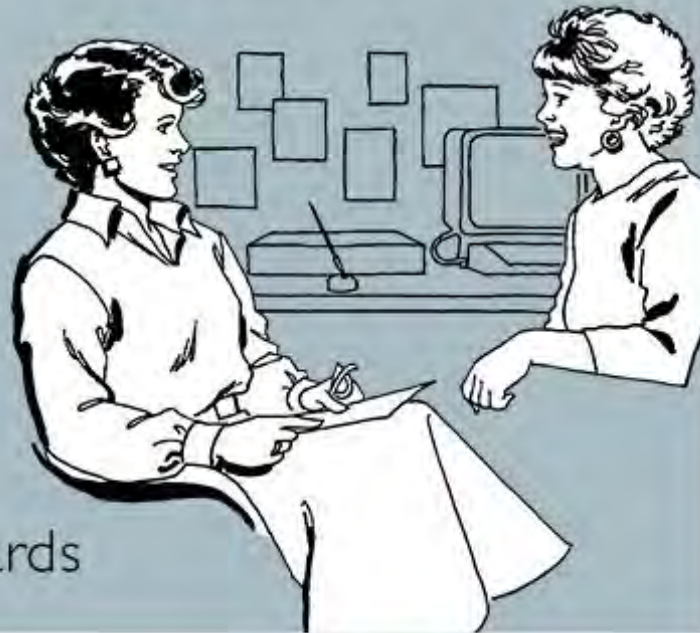
SUBJECT TO
SPONTANEOUS
OUTBURSTS OF
SARCASM

SECURITY NOTICE



THIS USER MAY USE
SARCASM AND CYNICISM
IN A WAY YOU ARE NOT
ACCUSTOMED TO.
YOU MIGHT SUFFER
SEVERE MENTAL DAMAGE

I don't think of you as a
coworker because you
never do any work.

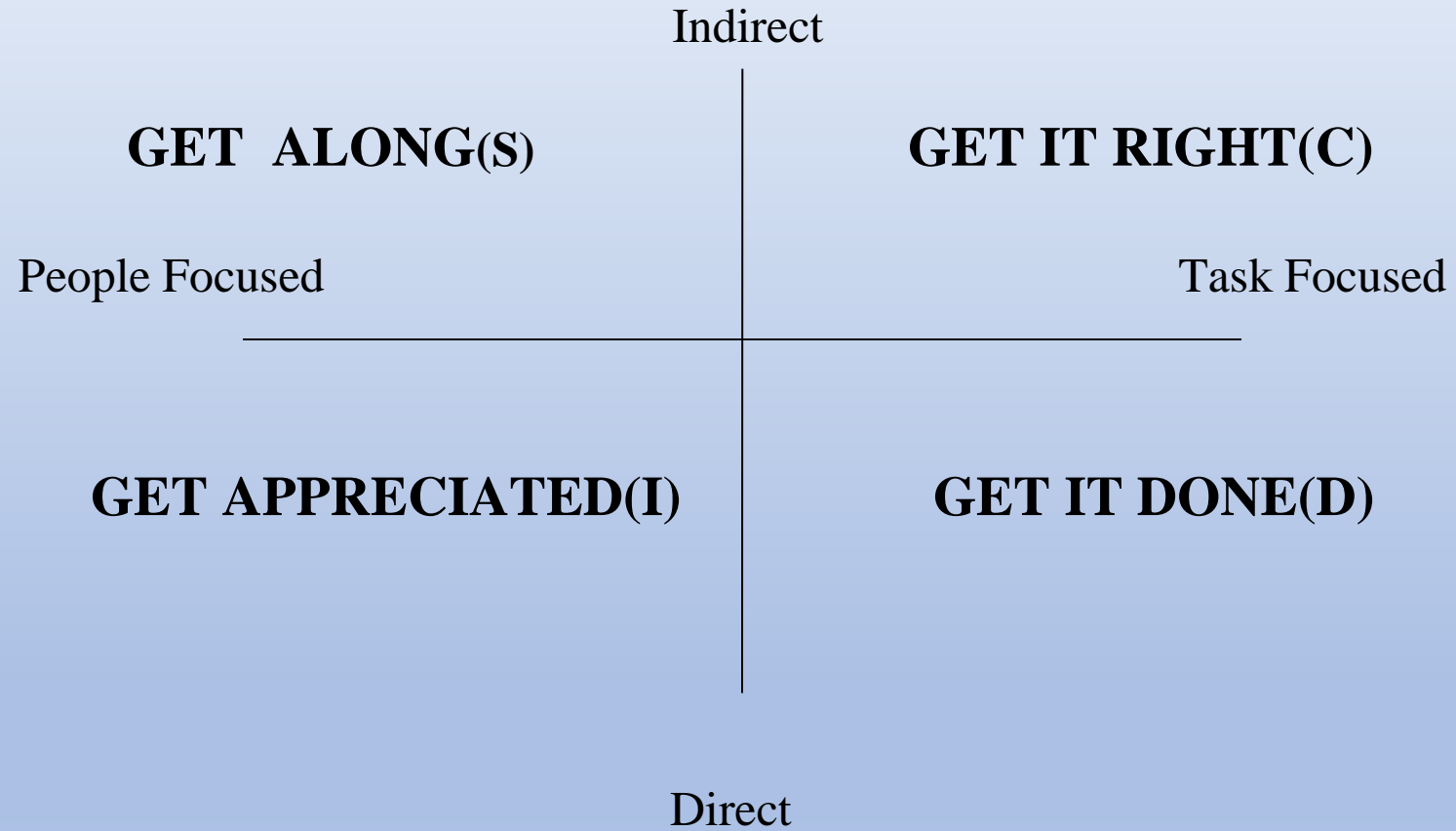


som^{ee}cards



WARNING

**What Would Your Warning
Label Say?**



GET ALONG

Problem- YES PERSON

SOLUTION-

- 1.Let them be honest
- 2.Ask for their commitment
- 3.Strengthen the relationship



GET IT RIGHT

Problem- COMPLAINER

SOLUTION-

- 1.Listen
- 2.Focus on solutions
- 3.Draw the line



GET IT DONE

Problem- EXPLODER

SOLUTION-

1. Hold your ground
2. Interrupt the attack
3. Get to the bottom line



DEALING WITH ANGRY PEOPLE

- 1.STOP
- 2.LOOK
- 3.LISTEN
- 4.Apologize & empathize
- 5.Ask questions
- 6.Restate the problem
- 7.Develop solutions
- 8.Learn from the situation



GET APPRECIATED

Problem- DISRUPTER

SOLUTION-

1. Acknowledge their intent to contribute
2. Get back on track
3. Compliment good behavior



SPEAK THEIR LANGUAGE



PROVERB

- “We have no friends, we have no enemies. We have only teachers. We are ALL teachers. It’s not a matter of IF you will teach but WHAT.”



Life is 10%
what happens to me and 90%
of how I react to it.

© Charles Swindoll

by layserport.com



DRACULA

The STRESS of dealing with: People who Don't Come with Warning Labels

List 5 things causing you stress
(include some work)

- 1.
- 2.
- 3.
- 4.
- 5.

Write down how stressed you are this week:
1-5 (low to medium stress) circle PURPLE
6-10 (medium to high stress) circle PINK

Next put in front of each number one letter:

O (orange)

Things you have NO control over (weather, economy)

Diversion

Y (yellow)

Things you have SOME control over (conflict with someone)

Direct Action

G (green)

Things you have COMPLETE control over (clutter, eating, busy)

Do to Completion

What is something you can do to change the stress?

3 traits for each category:

- Strengths: Weaknesses:
- What works: What doesn't work:

REMEMBER:

1. 10% of your life is what actually happens,
90% is how you perceive and react to what happens.
2. Think of people as different, not difficult.
3. You can't change them, you can only change the way
YOU deal with them

Thank you!

Lori Klinka

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