

# The Secrets of Dealing with Difficult People

## FOR BUSINESSES

### The Problem

Do you or your staff ever have to deal with people who are poorly behaved or maybe just downright difficult? People who:

- Say one thing but do another?
- Don't follow procedures?
- Don't do their work?
- Demand you do something even though you've told them you can't?
- Are abusive?
- Play one person off against another?
- Undermine you?
- Interrupt and talk over you?
- Are sarcastic and put you down?

Unfortunately, difficult people come in all shapes and sizes – customers, suppliers, members of the public, staff and even friends and family. And just one of them can be enough to get you down and ruin your day.

If you don't handle these sorts of people well, things can escalate. These people can easily become more badly behaved and more difficult. You can become stressed and perhaps say things you shouldn't.

And onlookers don't like it - they can become frustrated and annoyed. It can make for a pretty unhappy workplace - friction, frustration, disharmony and low morale.

If only these painful individuals would magically see the error of their ways and change their behaviour.

Well don't hold your breath. It's not going to happen

So what staff need is a set of sure-fire strategies to deal with them. And the skills to put them into practice.

### A process staff can relate to

Hi. I'm Mark McPherson and I've developed a three-step process for successfully managing and dealing with poor behaviour and with difficult people. The steps are:

1. Nail the violation;
2. Tailor the strategies; and
3. Personalise your approach.

The steps help staff be diplomatic as well as assertive. And at the same time, deliver excellent customer service.

I've documented 52 types of people who are poorly behaved and difficult. But more importantly, I've developed a list of 'top strategies' for dealing with them. The strategies have been tried and tested in the real world – and they work!

I can also help you develop a set of Personal Conversation Scripts which are tailored and personalised to fit your specific needs.

And to top it off, I use Real Life Scenarios, Agent Provocateur Role-Plays and Real Life Rehearsals to help staff develop the skills they need to deliver the strategies when

they're back at the coalface – where it counts!

### About Mark

Mark helps CEOs, Managers, Business Owners, Consultants and their staff:

- Master tough conversations;
- Deal with difficult people; and
- Create workplaces where people always put their best foot forward and work together in harmony.

Mark's worked on the frontline and behind the scenes. He's been a: taxi driver; tourist guide; high school teacher; lecturer in health education; senior education officer (Family Planning Association; Drug and Alcohol Studies, TAFE; the Board of Studies; and Health); manager and team leader (NSW Health and Police); and independent researcher and consultant.

His formal qualifications are: MEd, BSc, GradDipEd, GradDipHealth, GradDipPsy & DipHyp.

### Contact Mark

If you'd like to talk to Mark about what he does and how he can help, it's easy. Just go to the contact page of his website:

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