

The Secrets of Dealing with Difficult People

Staff are often in the firing line

People rarely contact council to congratulate staff on what a great job they're doing.

They're way more likely to want information or to report a problem like illegal parking. Or to say:

- The rates are too high,
- The tree policy is stupid;
- They got a fine and it's unfair;
- Staff aren't doing their job properly; and
- The approval of their DA is taking too long.

On the upside, most people are just happy to get it off their chest and move on. But some aren't.

Some want staff to admit Council's in the wrong. Some want staff to do something that staff simply aren't allowed to do. And some call day after day to say exactly the same thing.

And if that isn't bad enough, some are disparaging, sarcastic, demanding, abusive, threatening and in some cases, violent.

If staff don't handle these sorts of people really well, things can escalate. The person can become more badly behaved and more difficult. And staff can take much longer dealing with them than they need to. Staff can become stressed and perhaps say things they shouldn't say. And onlookers don't like it. They can become frustrated and annoyed.

The result is staff can end up looking pretty bad. And so can the Council. It leads to low morale and ultimately poor performance. And it means more work for managers.

What staff need are the strategies, skills and confidence to be able to communicate with REAL FLAIR and deal with poor behaviour and difficult people - effectively, efficiently and ethically.

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

FOR COUNCILS

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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