



Module I, Week 4 – How to deal with difficult people

Reference for today's lesson: Angela Myer, 'The Undetected Narcissist' – Speaking your truth.

Key definitions:

○ What is triangulation? _____

○ What is gaslighting? _____

○ What is splitting? _____

○ What is deflecting? _____

○ What is blame shifting? _____

○ What is projection? _____

Tools:

1. Proposal approach: Difficult people are not typically solution oriented; they have difficulty taking responsibility for their actions and behaviors and get stuck in blame. Present them with a proposal!

Preparing proposals:

- a. Prepare it in advance.
- b. Make a list of solutions.
- c. Write them down.
- d. Consult a friend, family member or professional to stay focused rather than blaming.
- e. Practice saying it out loud.
- f. Role play with someone to bring out other possible scenarios.
- g. Work with your top 3 solutions. Present YOUR 1st choice that you really want, last. A difficult person likely will shoot down your first 2 offers.

What if your proposal doesn't go anywhere?

- a. Ask them:
 - i. What would a solution look like to you?
- b. Reflect to them 'It seems like what is most important to you is.....' 'Is this correct?' If they say NO, ask 'What would be a more accurate description of your concerns because I want this to work for both of us.'
- c. Then explain what is most important to you.
- d. Review the 2 or 3 proposals and stress that it really is their own personal choice.
- e. In the end, you want to say that you respect their decision and thoughtfulness in making that choice.

You do NOT want to be responsible for his or her decision, because you know they will blame you for it later. Help them make it be their own personal choice, their decision and responsibility.

2. BIFF Communication

Brief _____

Informative _____

Friendly _____

Firm _____

3. Sandwich approach - Bread is the positive and the middle is the issue.
 - a. Use 'I' statements – YOU statements come off as blame, shame, disappointment, etc. People shut down and stop listening when they feel attacked.
 - b. Use 'YOU' statements when it's backed with a positive statement.

Example:

Bread: I am so pleased with how you are doing your chores, keeping up with your homework and going to bed on time. I feel great seeing your efforts and knowing you can do these things on your own.

Issue: I was wondering when a good time would be to start learning how to do some outside chores. I could sure use the help and the skills you would learn will help you when you own your own home someday.

Bread: I just know you will do great with the outside chores as well. We can start with 1 thing of your choosing. We can start tomorrow evening or this weekend. When would work best for you?

4. Let me think about it. When pressured or faced with making a decision, we often say 'YES' when we really want to say 'NO'. Here are some replies that will give you more time to really assess what works best for you and the situation.
 - a. Let me think about it more.
 - b. My day has been busy, and I need more time to think about it when I am not in a rush
 - c. Let me think about. I want to make sure I am available. I need to check my schedule.

Homework:

- Practice speaking your truth
- Notice what thoughts comes up when you want to but can't. What do you notice in your body? How does that feel emotionally to you?
- When you do speak your truth, how does it feel?