

DEALING WITH DIFFICULT SITUATIONS

- ✓ Make sure you understand the situation; listen carefully. Listen to what is being said, not how it is being said.
- ✓ Ask specific questions if the situation is not clear. This gives you time to evaluate the situation before reacting
- ✓ Start with consideration of process, rather than people. Is there a procedure or workflow that is causing the difficulty?
- ✓ Speak in a clear, firm voice, using unambiguous language.
- ✓ Establish eye contact.
- ✓ Use the person's name.
- ✓ Avoid repeating negative statements.
- ✓ Be conscious of the personal space of the other person.
- ✓ Model good behavior (no threatening, name-calling, arguing, raising voice).
- ✓ Don't embarrass the other person.
- ✓ Provide alternatives.
- ✓ Keep promises that you make.
- ✓ Don't take complaints personally.
- ✓ Seek assistance if needed.
- ✓ Let it go after the situation is over.
- ✓ Work jointly on solutions to handle the situation in the future.
- ✓ Understand your own anger pattern. What situations are most difficult for you?

REMEMBER: YOU CAN CONTROL YOUR OWN BEHAVIOR. YOU CANNOT CONTROL WHAT OTHER PEOPLE CHOOSE TO DO.

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