

Dealing with Difficult People – Resources

compiled by Jean Marie Heilig, Colorado State Library
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Articles:

Christopher, B. (2012, Feb). Bambi vs. Godzilla: How to Deal with Difficult People. *Business Credit*, 114(2), 8-10. Retrieved from MasterFILE Premier

The author looks at why difficult people behave the way they do. He believes you cannot change difficult people, but you can deal with them by employing a technique called “The Surprise Effect.” Worth taking a look at!

Petrie, N. (2012, April 3). How Great Leaders Deal With Difficult People. Retrieved from <http://www.nicholaspetrie.com/2012/04/03/how-great-leaders-deal-with-difficult-people/>

The author believes the biggest mistake people make in dealing with ‘difficult’ people is trying to change the person’s behavior without first diagnosing why the person is proving to be difficult. He offers the ‘three A’s’ of behavior change as a diagnostic tool.

Preston, P. (2005, Nov-Dec). Communication: Dealing with “Difficult” People. *Journal of Healthcare Management*, 50(6), 367-370. Retrieved from Academic Search Premier

Preston says that people often apply the label “difficult” to those with whom they have a conflict or those who may display resistance to an idea. He believes this is based on perception, not reality. While the article is written for healthcare professionals his ideas apply to all.

Tiffan, B. (2009, Sept-Oct). Dealing with Difficult People. *Physician Executive*, 35 (5), 86-89. Retrieved from Business Source Premier

Tiffan includes the critical skill of active listening for use in emotional situations.

Young, N.K., Williamson, J. & Deeken, J. (2002, April). Tact and Tenacity: Dealing with Difficult People at Work. *Serials Librarian*, 42(3/4), 299. Retrieved from Library, Information Science & Technology Abstracts with Full Text

Two serials librarians pose the question “Is it possible that good serials management practices can point us to good people management practices?”

Books:

Brinkman, R. & Kirschner, R. (2012). *Dealing with People You Can't Stand: How to bring out the best in people at their worst*. New York, NY: McGraw-Hill.

This title shows the reader how to identify the 10 most unwanted behaviors and how to deal with each of them. They also uncover how difficult people think, what they fear, and why they act the way they do

Crowley, K. & Elster, K. (2006). *Working with You is Killing Me: freeing yourself from emotional traps at work*. New York, NY: Time Warner Book Group.

The authors teach you to “unhook” from upsetting situations and eliminate your workplace woes. Highly recommended!

Hoover, J. (2007). *Difficult People: Working effectively with prickly bosses, coworkers, and clients*. Irvington, NY: Hylas Publishing.

Learn to: Recognize why and when people act out, identify different types of difficult people, cope with difficult behavior, get the most out of trouble employees, and nurture a harmonious work environment.

Lawson, K. (2006). *Success in Dealing with Difficult People*. London, England: Axis Publishing Limited.

Understanding and dealing with difficult types and behaviors.

Namie, G. & Namie, R. (2009). *The Bully at Work: What you can do to stop the hurt and reclaim your dignity on the job*. Naperville, IL: Sourcebooks, Inc.

The title says it all!

Townsend, J. (2004). *Who's Pushing Your Buttons: Handling the Difficult People*. Brentwood, TN: Integrity Media, Inc.

The author offers insight on how to understand your button-pusher, assistance in determining the nature of the problem, help in identifying failed attempts to fix things, and a vision for what can be and how to make it come true.

Videos:

Working with You is Killing Me

http://www.youtube.com/watch?v=Y_plMvP-otY&feature=relmfu

The video is a good introduction to the book.

How to Handle a Bully Boss

<http://www.youtube.com/watch?v=S1m4DLpLAZ0&list=UUt1jrj-HC5QYqD-DC66hOIA&index=10&feature=plcp>

This video is presented by the authors of Working with You is Killing Me and Working for You isn't Working for Me

Ask K²

<http://www.askk2.com/>

Video blog where the above authors answer reader's questions on a wide variety of topics including Working with a Snotty Coworker!

Valerie Sheppard- Working with You is Killing Me

<http://www.youtube.com/watch?v=2fccfzp8P-w>

A short video on coworkers who don't respect their peer's boundaries.
