

Tips for Dealing with Challenging Personalities

Type of Difficult Person	Characteristics	Tactics
Hostile/ Agressive	<p>Bullies and intimidates others</p> <p>Criticizes and argues relentlessly</p>	<p>Give the individual time to run down.</p> <p>Get their attention clearly- say their name clearly and loudly</p>
Wet Blanket	<p>Constantly negative ("it won't work," or "we tried that four years ago"</p>	<p>State your own realistic optimism</p> <p>Be ready to take action on your own.</p>
Know It All	<p>Is always right</p> <p>Believes there's only one way to handle situations- can't accept feedback.</p>	<p>Question firmly, but don't confront</p> <p>Avoid being a counter expert.</p>
Staller	<p>Is supportive, but avoids making decisions.</p> <p>Beats around the bush.</p> <p>Perfectionist.</p>	<p>Have individual describe plan in detail.</p> <p>Give support after decisions are made.</p> <p>Follow up frequently.</p>
Complainer	<p>Acts self-righteous, blames and accuses others.</p> <p>Makes no effort to solve problems.</p>	<p>Listen actively.</p> <p>Paraphrase- define the problem.</p>
Deadwood	<p>Doesn't contribute to the team effort.</p>	<p>Try assertiveness.</p>

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