

Setting Boundaries – Handling Difficult People

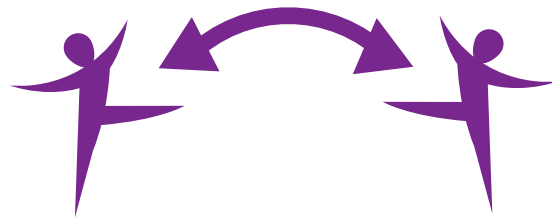
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What defines a difficult person/client/frustrating scenario in your world?

A Different Approach - Tools for Handling Difficult People:

Set and Manage Expectations –

1. Agree on A
2. Agree on R
3. Agree on C



*How to Avoid Roadblocks:

Discuss possible conflicts NOW that would prevent parties from meeting their obligations and revise expectations NOW. Agree NOW on repercussions or alternative plan if parties are unable to fulfill their obligation as agreed.

Three Magical Phrases –

- a.
- b.
- c.

Five Tips for Coping with Challenging People -

- A
- L
- O
- H
- A