



Shepherd Care®

To Care for People Where They Live and Work

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COMMUNITY Care TOPIC

Dealing with Difficult People

Thoughts to Ponder:

- The difficulties of life are intended to make us better – not bitter.
- There are two ways of meeting difficulties: alter or change the difficulties or alter yourself to meet the challenges.
- There are no perfect people!

What makes difficult people difficult?

- ❖ We take things personally
 - We perceive someone's actions as a personal affront.
 - We feel slighted or wronged.
 - We get upset when others don't see things our way.
 - We believe others are taking sides against us.
 - We feel blamed or blame ourselves.
- ❖ We automatically react with the same attitude others are giving us.

How to Deal With Difficult People

- ❖ Respect the person, not the behavior.
 - Every individual should be regarded as a person of worth, despite his or her difficult behavior.
- ❖ Do not react with the same attitude given to you.
 - "A gentle answer turns away wrath, but a harsh word stirs up anger."
Proverbs 15:1

❖ Do not take it personally.

- In most cases you are not the object of the person's anger or difficult behavior. You are like a small tree in the path of a swirling tornado. But unlike the small tree, you have the power (choice) to withstand the wind.

❖ Listen. Let the person talk.

❖ Empathize. Seek First To Understand, Then to Be Understood

- Use empathetic responses like: "If I'm hearing you correctly...", "So, you feel...", "What I hear you saying is..."

❖ Avoid the blame game. Apologizing for your part of the problem is acceptable. Blaming is different than acknowledging responsibility.

❖ Resolve the problem. Do what you can do to find a solution. Commit to work TOGETHER to find a Win-Win solution.

❖ As a last resort, if the situation cannot come to a resolution of satisfaction, then parties must "agree to disagree," and move on (*See Matthew 18:15-17*).

❖ Lastly, it is important for us to conduct ourselves with integrity in each of our relationships.

Introducing your
Community Chaplain
Eric Kieselbach

(pronounced "key-sill-baa")

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"The greater the
difficulty, the more
glory in surmounting
it."

Epicurus

"Therefore all things
whatsoever ye
would that men
should do to you, do
ye even so to them:
for this is the law
and the prophets."

Matthew 7:12

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