Stop Letting Difficult People Ruin Your Day (and Your Life)!

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Affiliation or Financial Disclosure

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What Are “Difficult People?”
Why Bother?
“Unfortunately, you’re going to have to work with jerks, and not just patiently, but productively.”

- Brinkman and Kirschner

*Dealing with People You Can’t Stand*
Difficult individuals, whether they be relatives, bosses, co-workers, neighbors or clerks, can be seen as teachers delivering a divine kick in the spiritual butt. The Universe delivers unto us the ideal foe, a person whose characteristics exactly correspond to the places within us that need learning and healing. If we don't learn the lessons they bring, similar problems will perpetually resurface until we do.

-Mark Rosen *Thank You for Being Such a Pain*
Dealing With Difficult People

1) Learn to Listen
“Listen to me, Daddy.”

“No, Daddy. Listen with your eyes.”

Natalie Joiner
3 years old
Dealing With Difficult People

1) Learn to Listen
2) Chill Out
“Life is 10% what happens to you and 90% how you respond to it.”

Lou Holtz
“No one can make you feel inferior without your consent.”

- Eleanor Roosevelt
Dealing With Difficult People

1) Learn to Listen
2) Chill Out
3) Stop Arguing
“The only way to get the best of an argument is to avoid it.”

-Dale Carnegie

How to Win Friends and Influence People
ARE YOU COMING TO BED?

I CAN'T. THIS IS IMPORTANT.

WHAT?

SOMEONE IS WRONG ON THE INTERNET.
Dealing With Difficult People

1) Learn to Listen
2) Chill Out
3) Stop Arguing
4) React Differently
“While you can’t change difficult people, you can communicate with them in such a way that they change themselves. It’s a matter of knowing how to get through to them when they’re behaving badly.”

Cavaiola and Lavender

Toxic Coworkers
The Bully

People who bully and intimidate with anger, negativity, tone of voice, mean expressions, or just general manner.
Mr. or Ms. Obnoxious

The person who is starved for attention. He or she does all of those ill-mannered things to shock you into noticing her.
The Critic

Someone who is very critical of everything and everyone, except themselves.
The Gossip

They always have something to share about somebody, and it’s never very good.
The Moocher

This is the person who always wants something for nothing.
The Moaner & Groaner

The person always injects a little or a lot of moaning and/or groaning into whatever he or she says. Everything about them says, “Please feel sorry for me.”
The Most Difficult Person of All

- Sure they understand themselves, others, and life
- Rarely, if ever admits they’re wrong
- But deep down, they are often unhappy
Dealing With Difficult People

1) Learn to Listen
2) Chill Out
3) Stop Arguing
4) React Differently
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