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



Jeff Joiner
Jeff Joiner Training

meet
ME
in St. Louis

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Affiliation or Financial Disclosure

- Jeff Joiner
 - Owner at Jeff Joiner Training



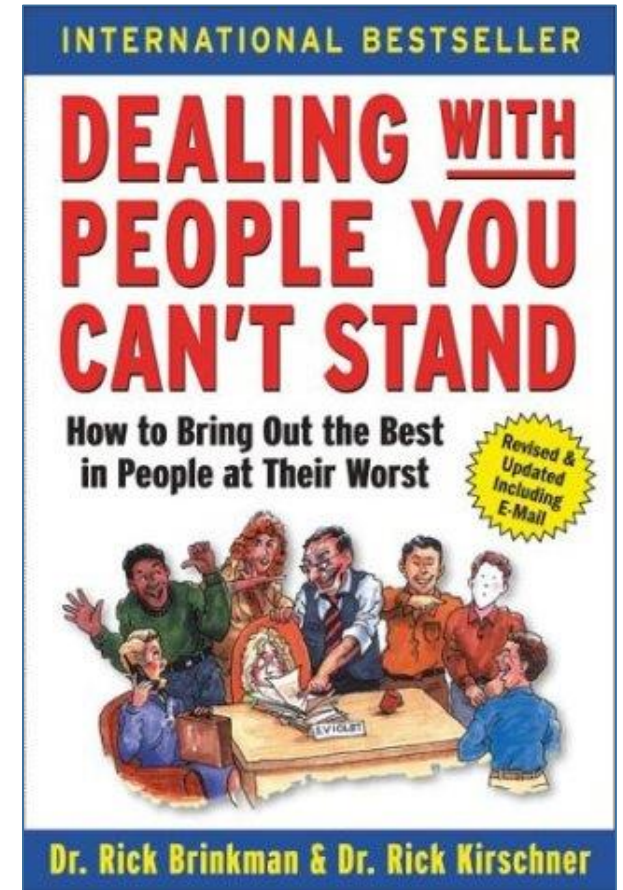
What Are “Difficult People?”

Why Bother?

“Unfortunately, you’re going to have to work with jerks, and not just patiently, but productively.”

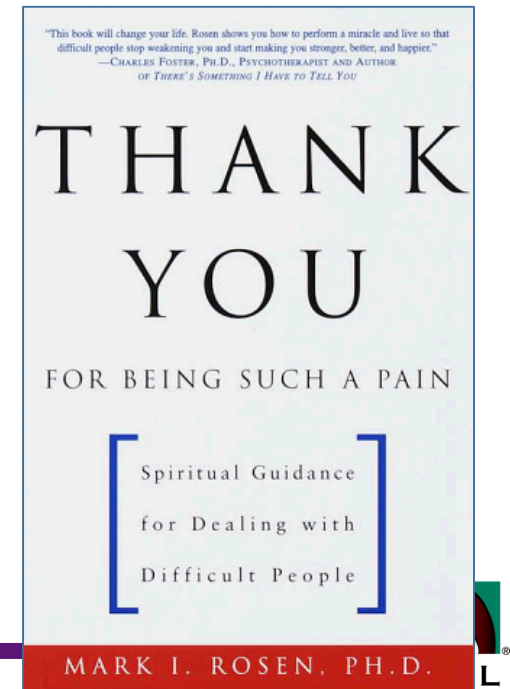
- Brinkman and Kirschner

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



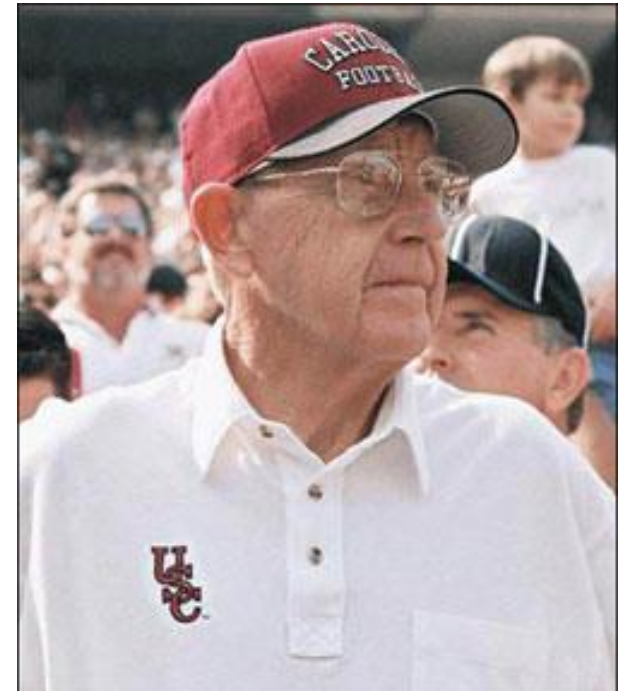
Dealing With Difficult People

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

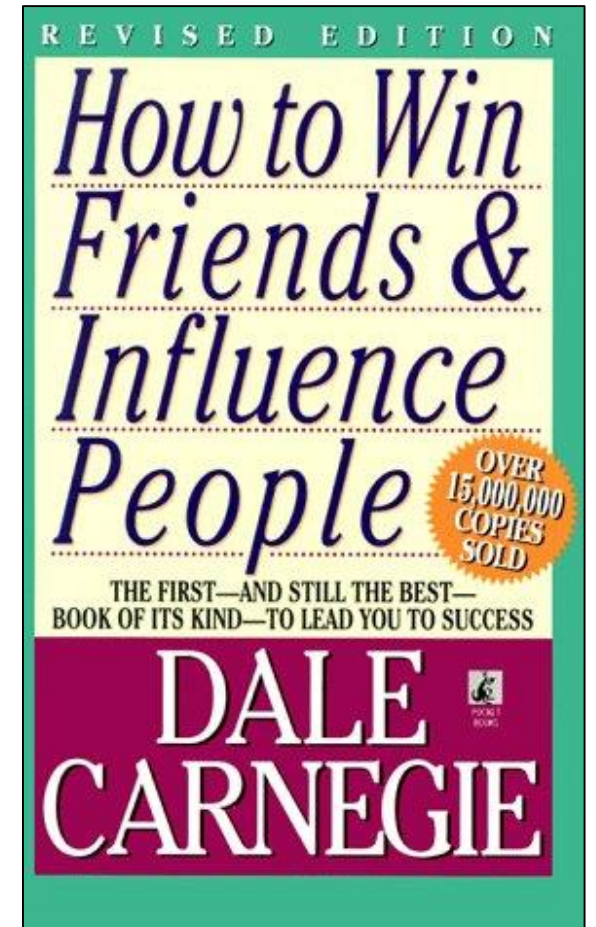


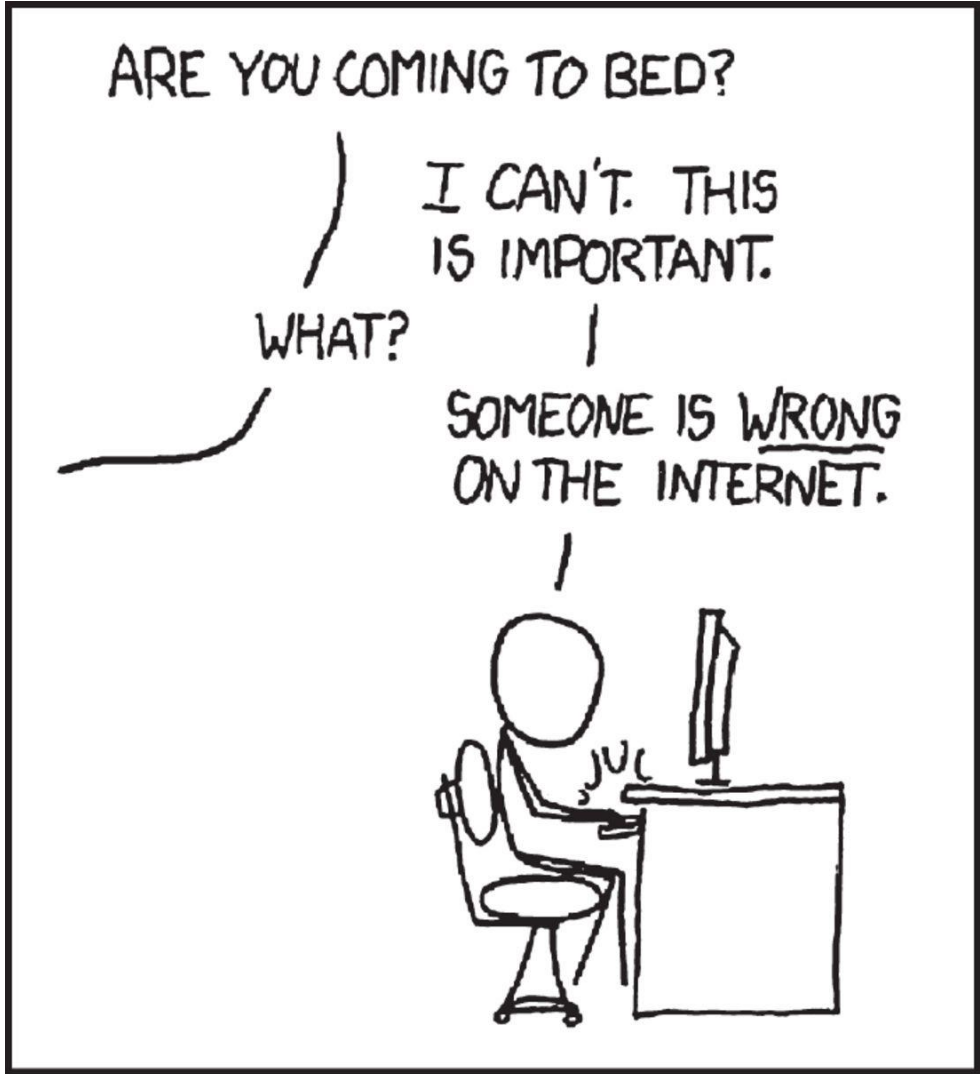
Dealing With Difficult People

- 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



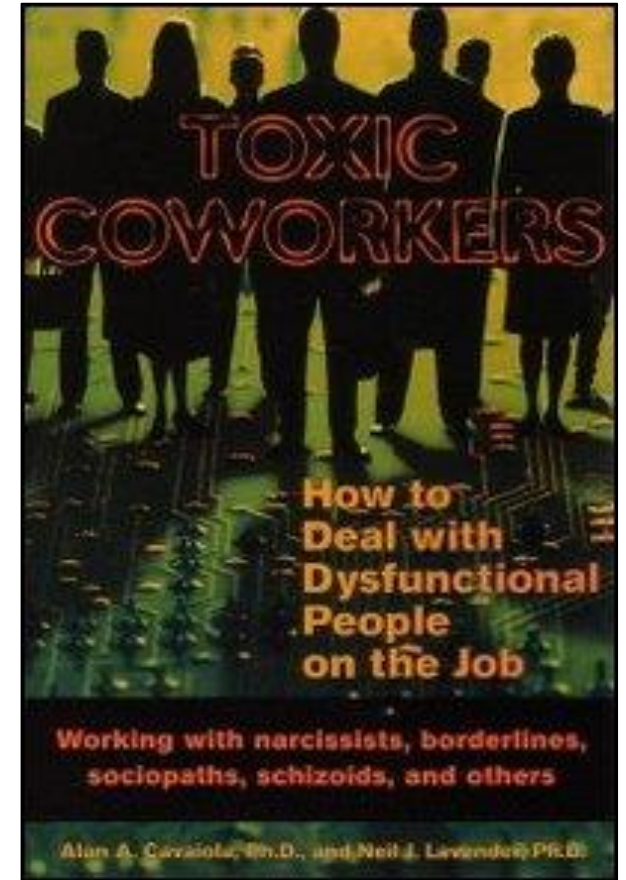


Dealing With Difficult People

- 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

YOU

Dealing With Difficult People

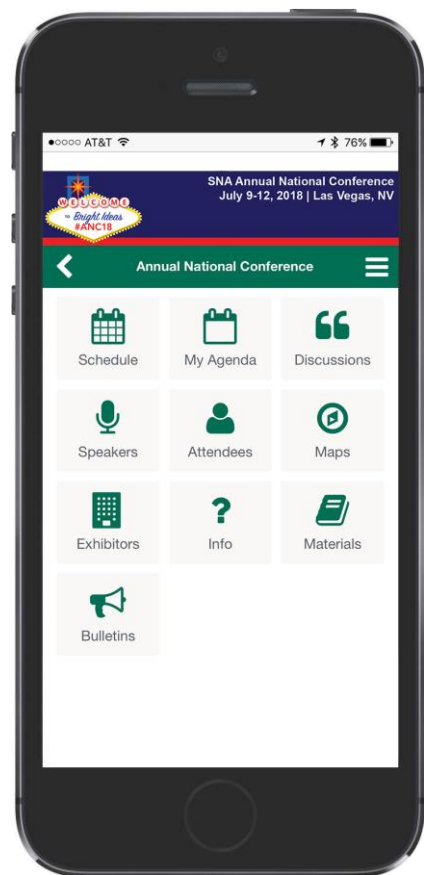
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