


Understanding and Dealing with Difficult People- faculty, classmates, staff, our family, & ourselves!

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Who are they?

Troubleshooting the Troublemakers


'The good you do today, people will often forget tomorrow. Do good anyway.' Hebrew Proverb

- They come in five minutes before we are ready to leave for the day with a forty-five-minute question. They ask for extensions, exceptions, and exclusions on the business they are conducting because their situation is unique and needs special handling. They always know someone who can overrule your decisions or interpretations. They complain about the slightest issue and have the wonderful ability to make mountains out of mole hills. They complain, blame, demand, and threaten.


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- They create the need for Excedrin, Alka-Seltzer, and martini moments.
- We see them as difficult people. We call them troublemakers; they are those individuals who cannot or will not follow the rules. It seems like they create turmoil and conflict on purpose. They appear to have an innate ability to contaminate our personal sense of competence and rob us of any measure of job satisfaction.




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Who are we?

- The education professionals. We are trying to make sure this complex concept of education is done right. The gatekeepers. We are guided by the basic premise: if it is good for one, it is good for all. The principles of fairness, consistency, and promptness direct our decisions and interpretations. We advise, assist, and comfort.




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- Most importantly we try to develop an **environment** which allows the successful transactions of positive outcomes.
- How do we succeed on this noble mission while constantly having to deal with the 'theys' of such difficult persuasion? We must develop personal insights and strategies which will allow us to deal with problematic situations in varying fashions or **WE become part of the problem....**


From: Dealing with Difficult People. (2002). C. Sue Rubenstein, M.A., Harry 'Moe' Rubenstein, J.D. & Robert L. Rubenstein, Ed.D.

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How We Change

- Unconscious _____ → Incompetent
- Conscious _____ → Incompetent
- Conscious _____ → Competent
- Unconscious _____ → Competent



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What is "TA?"

- Transactional Analysis – Model of people and relationships; developed by Eric Berne
- Assumptions
 - We have 3 parts (ego states)
 - We converse with ourselves & others from these parts (that is where we get "transactional" – TA helps us understand transactions)



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Isn't this Counseling *%@p?!

- Actual school of thought referred to as "Educational TA."
- Educational TA includes these principles:
 - Effective educators offer empathic acceptance of all human beings as people together with respect for their dignity. These qualities are at the heart of successful learning relationships.
 - People at any age and stage can learn to take responsibility for their own decisions and actions.
 - Communication difficulties can be addressed effectively with cooperative goodwill and coherent theoretical framework that makes sense of the human dynamics involved.

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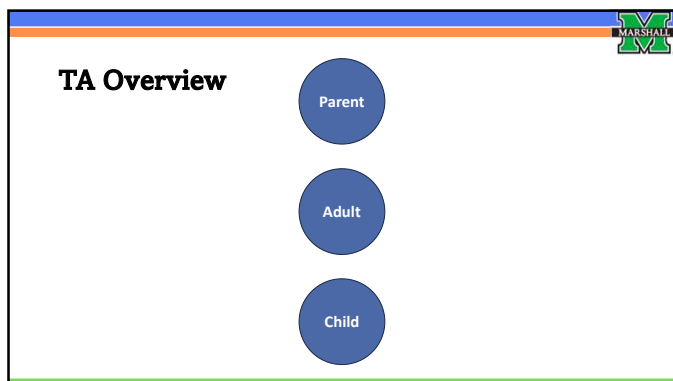


Educational TA can address issues of:

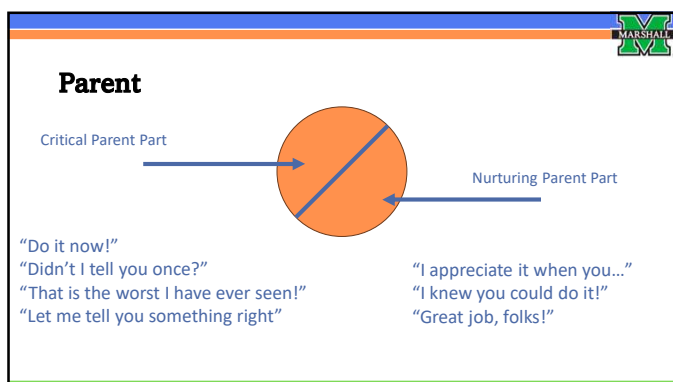
- Initial and continuing teacher education
- Institutional climate and culture
- Developmental and educational needs
- Self-esteem building
- Parent education
- Student motivation
- Staff morale and *teacher well-being*
- Blocks to learning and teaching
- *Behavior management*

Retrieved from <http://www.itaanet.org/ta/index.htm>

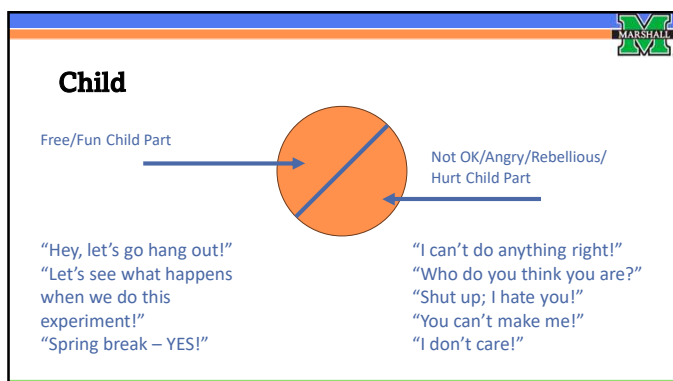
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Adult

"If I.....
Then....."

"I don't like it, but I can stand it."

"I wish I could change it, but unfortunately I can't"

I am sorry you feel that way."

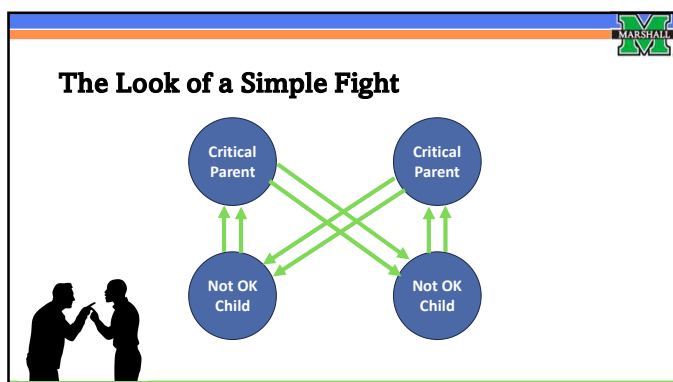
Think

"You can choose A or B, or you can choose to go to the office, but I can't let you disrupt the rest of class."

"How can I help you feel better? (calm yourself)"

"Unfortunately, this parent/student/staff member and I just don't get along; what can I do to make it less painful for us both?"

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**Want to stay in Your Adult?
You will need some tools!**

- Use your shield
- Use your filter


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Three R's!


• DON'T	• DO
REACT	RETREAT
RETREAT	RETHINK
RETHINK	RESPOND

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Key Sentences to Keep me in my Adult

- I can change the way I feel if I change what I am telling myself & only tell myself things that are true.
- I can spare myself a lot of frustration & anger if I keep my expectations in line with reality.



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What is Your Style of Communication?

- Giving IN or IGNORING
- Giving Orders
- Giving CHOICES

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- What has been most helpful to you today?
- What will you be more “conscious” of with regards to difficult people?

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