Dealing with Conflict

BACKGROUND
Individuals with difficult personalities include: people who identify themselves as self-important, those who will complain about anything, very competitive individuals, individuals who are controlling, and those who are very needy. Although these individuals come in a variety of sizes and shapes they all enlist the same negative reactions and conflict with the people they meet. In all aspects of life, we come in contact with difficult people. It is inevitable part of life it is how we deal with conflict that will make the difference in a positive or negative relationship.

WHAT TO DO
Activity:

- Brainstorm
  - Everyone gives examples dealing with difficult individuals
  - How did they handle the conflict
  - Do not criticize any ideas
  - What worked what did not
  - What other ways could the situation been handled even if it ended positively
  - What is your body language saying?

- List positive words or “I” sentences that can be used to diffuse the situation. Such as:
  - I hear you saying....
  - I would like to help you but it is difficult for me when you are so angry.
  - Take a mental note – how am I reacting to the situation?
  - Step back and think before reacting to the situation
  - Separate the person from the problem.
TALK IT OVER
Reflect:
- What did I learn that will assist me in dealing with difficult people
- What did I learn that will assist me with the conflict

Apply:
- What will you do differently when confronted by a difficult person/situation?

ADDITIONAL LINKS
http://stress.about.com/od/relationships/ht/difficult.htm
http://www.educationworld.com/a_admin/admin/admin313.shtml

Please take time to complete the Participant and Facilitator evaluations, found online at go.osu.edu/TeenLeadership20.