



# ***“Difficult Conversations w/ Difficult People in Difficult Times”***

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**Dan Stalp | Sandler Training | June 3, 2021**

# *Roots of Conflict*

- 1. Differing Values*
- 2. Differing Goals*
- 3. Differing Behaviors*

*Which one is getting in between you and others?*

# *Five Step Process*

*To Deal With  
Difficult People...*



How do you feel about that?

# 1. Prove You Listened

- Take notes so you can re-state what you heard. Say *“Can I share my notes with you for clarification?”*
- Nod your head and use phrases like *“Thank you for telling me that”* or *“That makes sense”*



## 2. Validate The Other Person

- “Mental Enema”
- Use empathy phrases like *“That must be frustrating”* or *“I can see why you are upset”*
- Take responsibility for how you contributed. **“I now see how what I said disappointed you”.**

## 3. Ask Questions

- Rule of 3+
- Request permission to ask questions like *“Do you mind if I ask you some questions?”*
- Ask open ended questions – moving from emotion to solving the problem.





## 4. Be Powerfully Nurturing

- What “data” do we agree on? *“This what our records show...is that correct?”*
- Use nurturing tonality like “I’m glad you pointed that out to me.” “How can we avoid this next time?”

## 5. Be Politely Assertive

- No Mind Reading!
- Ask *“What would you like to see happen here?”*; or
- Ask *“What do you need to see or hear for this to be resolved?”*

# Type of Learner Game

(Which goes with which?)

Visual

Look to side

Auditory

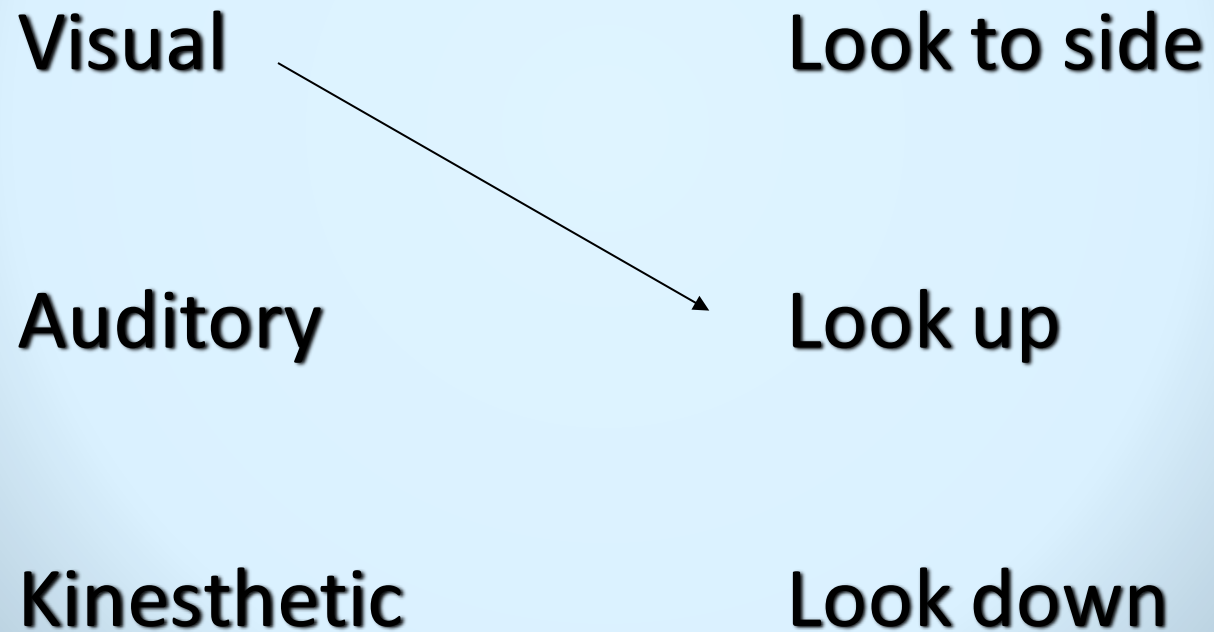
Look up

Kinesthetic

Look down

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(Which goes with which?)



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Visual

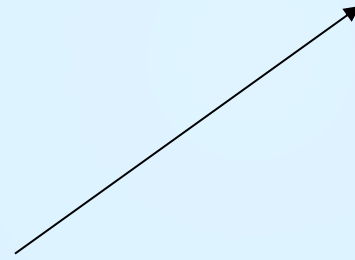
Look to side

Auditory

Look up

Kinesthetic

Look down





# Type of Learner Game

(Which goes with which?)

Visual

Look to side

Auditory

Look up

Kinesthetic →

Look down

A world map in shades of blue with a network of white glowing nodes and lines connecting them, primarily concentrated in North America and Europe.

# ***THANK YOU***

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