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# HIGH ACHIEVER'S

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## *Network*

PRESENTS

DEALING WITH PEOPLE YOU CAN'T STAND,  
BRINGING OUT THE BEST  
IN PEOPLE AT THEIR WORST

by

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## **THE FOUR CHOICES**

1. Do nothing
2. Leave
3. Change your attitude
4. Change your behavior



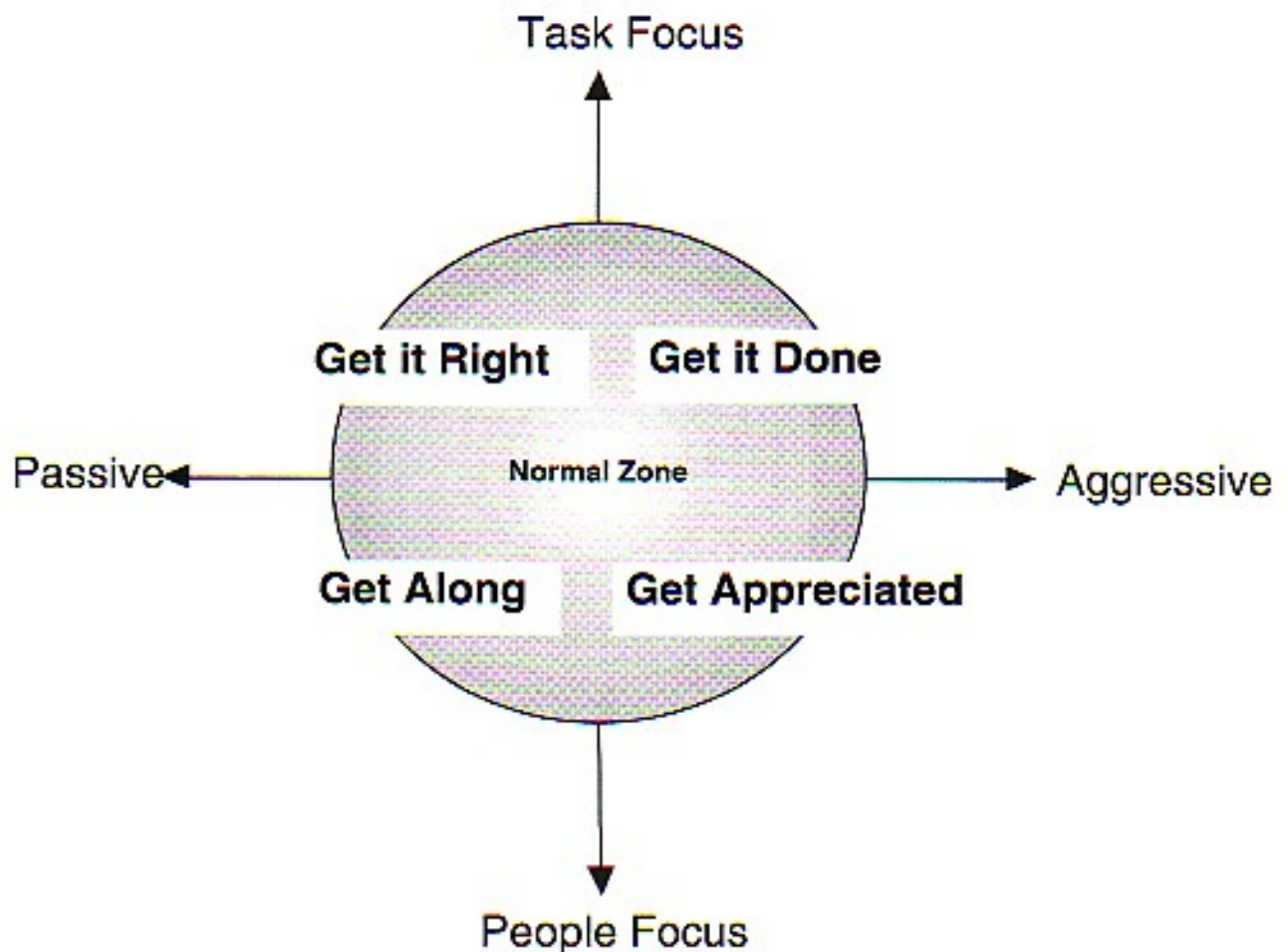
## **GENERAL STRATEGY**

1. Know what you want
  - \* *context & relationship*
2. Pay attention
3. Be flexible



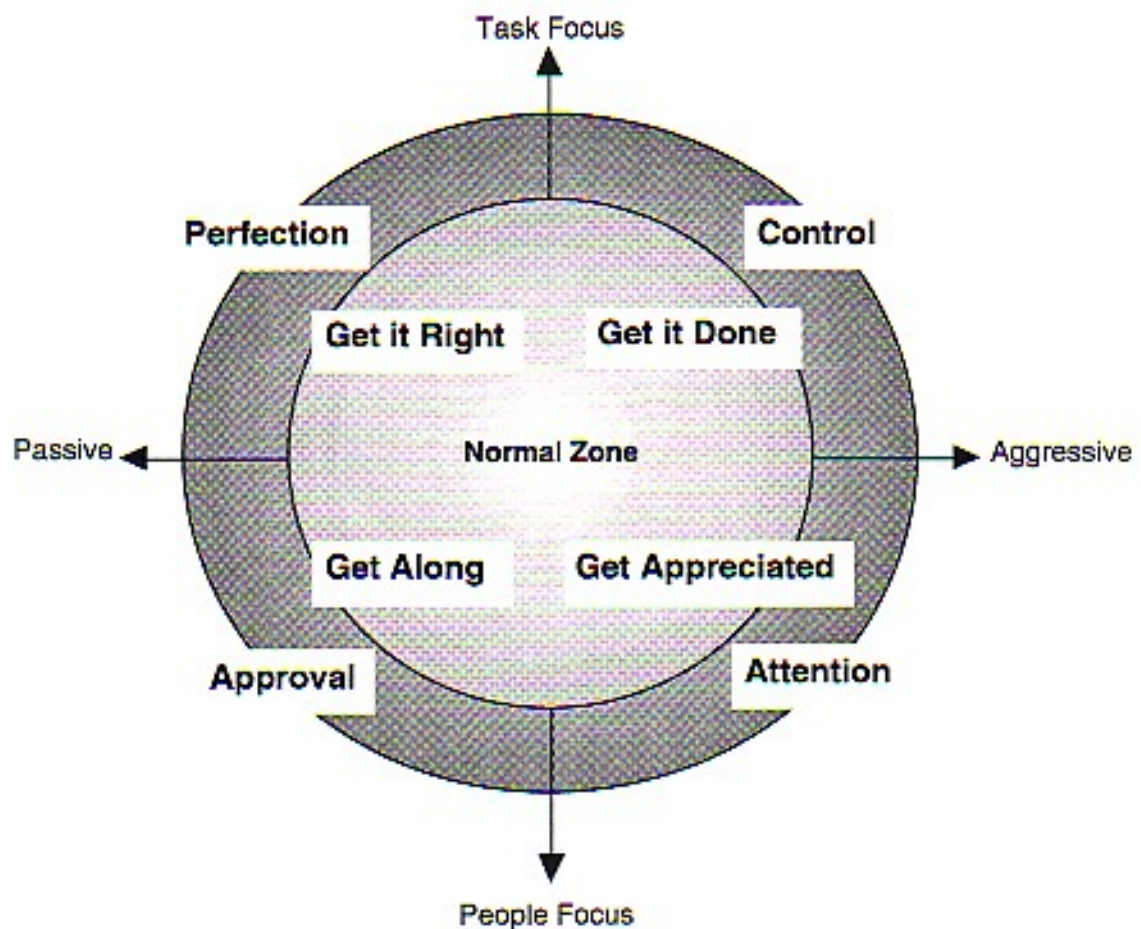


## THE LENS OF UNDERSTANDING



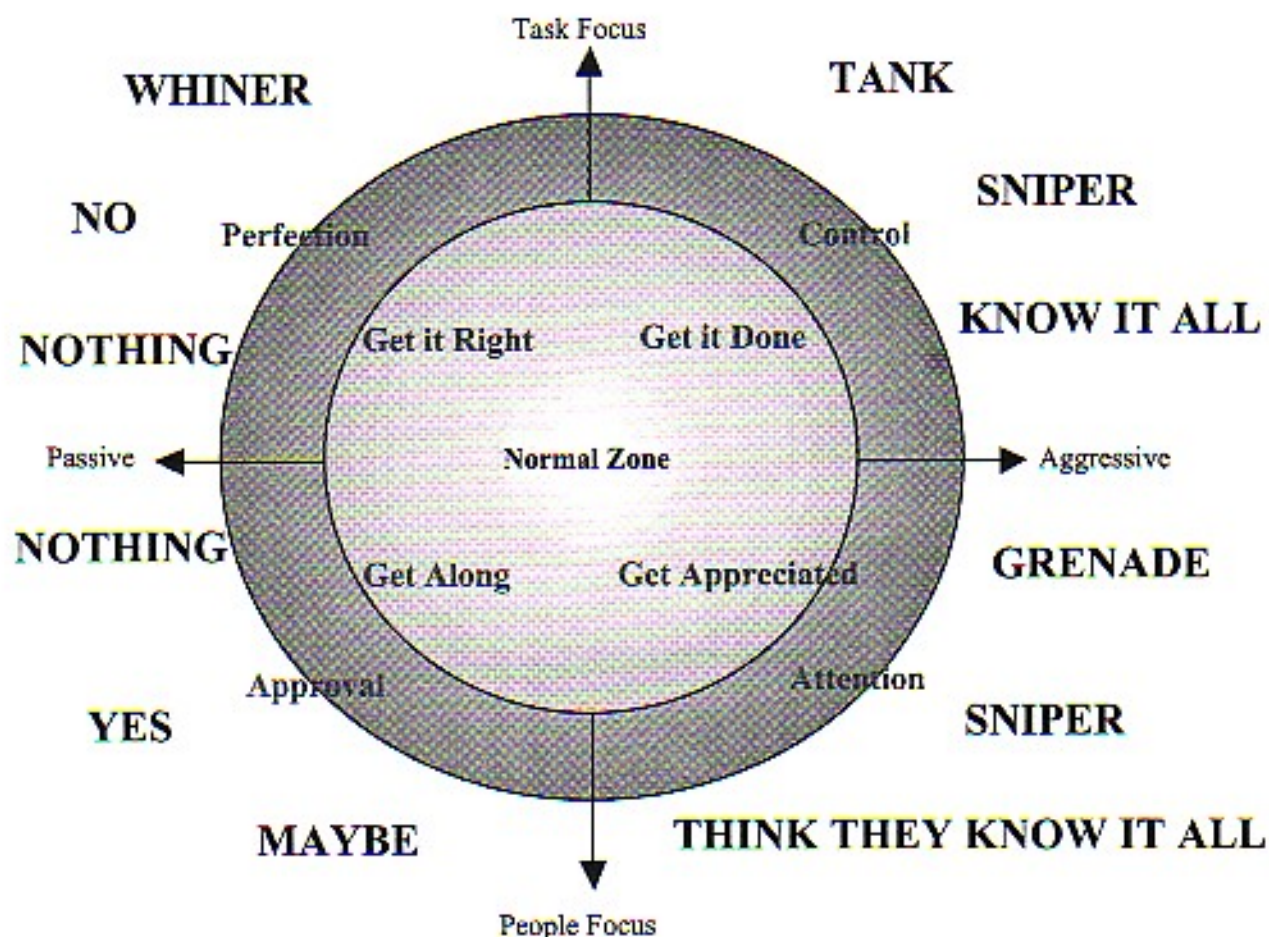


## THE LENS OF UNDERSTANDING





## THE LENS OF UNDERSTANDING







## **Blending**

- Reducing differences.....
- Meeting people where they are

## **Communication**

55% how it looks

38% how it sounds

7% what is said

When you are successful you are  
congruent

All channels - same direction



# TANKS



Goal : COMMAND RESPECT

1. \*Keep Breathing
  - \*Let 'em Vent
  - \*55% Assertive
2. Interrupt
3. Quickly backtrack
4. Aim at the bottomline
5. LEAD: Question / Assumption
  - \* Peace with honor





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## *Bringing Out the Best in People at Their Worst*

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### **SNIPER**



Goal #1: Call Attention to it.

1. Stop, Look, Backtrack
2. Probe for Grievance

OR

1. State and align  
with higher intent
2. Ask for relevancy

Goal #2: Clear the Air

Meeting with 3rd party







## KNOW - IT - ALLS



Goal: OPEN THEIR MIND

- \* Know Your Stuff
- \* Backtrack with Respect
- \* Blend with their doubts & desires
- \* Lead:
  - Documentation, Indirect,
  - "We", Question?
- \* Turn them into Mentors



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## *Bringing Out the Best in People at Their Worst*

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# THINK-THEY- KNOW-IT-ALL

Goal: GIVE BAD IDEAS THE HOOK

1. Give Recognition
2. Ask Questions
3. Be unchallenging
4. Documentation
5. Provide a face saving escape.

### LONG TERM

- \* Give Deserved Recognition
- \* Be Honest





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## *Bringing Out the Best in People at Their Worst*

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# **GRENADA**



Goal: **STOP IT.....ASAP**

1. Get their attention
  2. Say what they need to hear
  3. Reduce intensity
  4. Take a break
- \* Grenade Prevention

*"How would you know \_\_\_\_?"*

*"How do you know you're not \_\_\_\_?"*





## **WHINERS**



*Goal: GET THEM TO  
PROBLEM SOLVE.  
{OR...GO AWAY.}*

1. Listen & Interrupt
2. Backtrack & Clarify
3. "What do you want?"
4. Assign/Suggest  
"Ways to Help"
5. Set future actions
6. Draw the line

\*\*\*\*\*



## **NO PEOPLE**



*Goal: Survive*

1. Attitude Adjustment
2. Use them as a resource

- \* Polarity Response
- \* Project Positive intent
- \* Group Negativity



## **YES & MAYBE PEOPLE**

*Goal: HONESTY*



Make honesty safe  
Acknowledge Honesty  
Help them  
Ensure commitments





## **▶ NOTHING PEOPLE**



YOU'VE GOT TO GET THEM TO TALK...



...

***Goal: GET 'EM TO TALK***

**Plan enough time.**

**Ask questions**

**Expectant look**

**Show the Future**

**Guess**

**Lighten it up**



## Bringing Out the Best in People at Their Worst

# STRATEGIES

### GOAL: Let other person feel Understood first!

1. Listen
2. Backtrack = Listen  
Clarify? = Care
3. Summarize = Attention
4. Confirm
5. Lead

### CRITERIA

Reasons for or against  
Make Criteria visual

### 3rd PARTIES



- \* Higher Authority
  - \* Gather Information
  - \* Meeting
1. Agree on higher intent
  2. Agree on process
  3. Run the process
  4. Follow
5. Meet again in 1 week
  6. Meet again in 2 weeks
  7. Meet again in 4 weeks

### Minimizing Defensiveness

1. Project positive intent
2. State your intent
3. Be ready to understand

### Being Honest

1. Positive intent
2. Specific about (-)
3. Show them
4. Specific about (+)