The Seven C's of Dealing with Difficult Behavior

COMPLIMENT
Difficult people need praise too.

CONCERN
Genuine caring for the welfare of another will help build a strong relationship.

CONGRATULATIONS
Helping people who see themselves as losers to feel like winners can eliminate some problems.

COMPROMISE
Attempting to give in some may soften a hard person.

CHOICE
Given a choice, a person may feel important and respond in a positive way.

CHALLENGE
Boredom may cause people to react in difficult ways.

CONFIDENCE
Expressing confidence in someone is often all he/she needs to have confidence.

Source: Handout by Roy E. Harper and Jennifer Ireland, Central Missouri State University

are available on the following topics:

- Advising Groups
- Agendas
- Assertiveness
- Brainstorming
- Co-Sponsorship with Other Groups
- Communication
- Community Service
- Conflict Resolution
- Constitution/Bylaws
- Delegation
- Difficult Members
- Elections
- Ethics
- Evaluation Series
  - Group Performance
  - Individual Performance
  - Meeting Evaluation
  - Program/Event Evaluation
- Financial Series
  - Budgeting Organization Money
  - Corporate Sponsorship
  - Fundraising
- Getting Involved
- Goal Setting
- Group Dynamics
- Icebreakers
- Marketing Your Leadership Skills
- Meetings
- Minutes from Meetings
- Motivation
- Newsletters
- Officer Transition
- Parliamentary Procedure
- Program Planning
- Public Speaking
- Publicizing Events
- Recognition
- Recruiting Volunteers
- Retreats
- Starting an Organization
- Stress Management
- Team Building
- Time Management
- University Events

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SILC staff offers programs and consultation in these and other areas of personal and organizational leadership.

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The University of Kansas
"Difficult people" are found in every organization. It's important that the leader learn to deal effectively with these individuals and insure that their behaviors and attitudes do not adversely affect the group's functioning.

Here are six types of difficult behaviors that can be found in many group settings and some tips to deal with them.

<table>
<thead>
<tr>
<th>Hostile Aggressives</th>
<th>Complainers</th>
<th>Silent Unresponsives</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who try hard to bully and overwhelm by bombarding others with cutting remarks.</td>
<td>People who gripe without ceasing, but never try to do anything about what they complain about.</td>
<td>People who answer, when they answer at all, with grunts or yes/no response.</td>
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<tr>
<td><strong>TIPS</strong></td>
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<tr>
<td>✗ Stand up for yourself</td>
<td>✗ Listen attentively to them</td>
<td>✗ Don't interrupt silence; give them some time to open up</td>
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<tr>
<td>✗ Give them time to run down</td>
<td>✗ Acknowledge by paraphrasing their concerns</td>
<td>✗ Ask open-ended questions</td>
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<tr>
<td>✗ Look directly at them and wait</td>
<td>✗ Don't agree with or apologize for their allegations</td>
<td>✗ If you get no comments, comment on what's happening</td>
</tr>
<tr>
<td>✗ Get into the conversation</td>
<td>✗ State and acknowledge facts without comment</td>
<td>✗ Listen attentively if they open up, but do not gush.</td>
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<tr>
<td>✗ Get their attention</td>
<td>✗ Ask &quot;How do you want this situation to be remedied?&quot; and &quot;What are you willing to do to remedy the situation?&quot;</td>
<td>✗ If they do not open up, end the meeting and set up another appointment</td>
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<td>✗ Make sure they are seated, not standing over you.</td>
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<tr>
<td>✗ Don't argue or try to cut them down</td>
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</tbody>
</table>

Sometimes nothing will work and you will not be able to help a member change his/her behavior or attitudes. It may be helpful to ask your adviser or someone who knows the member better than you for some assistance.

Source: Adapted from a Handout by Roy E. Harper and Jennifer Ireland, Central Missouri State University.