Dealing with Difficult People – Resources  
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Articles:


The author looks at why difficult people behave the way they do. He believes you cannot change difficult people, but you can deal with them by employing a technique called “The Surprise Effect.” Worth taking a look at!


The author believes the biggest mistake people make in dealing with ‘difficult’ people is trying to change the person’s behavior without first diagnosing why the person is proving to be difficult. He offers the ‘three A’s’ of behavior change as a diagnostic tool.


Preston says that people often apply the label “difficult” to those with whom they have a conflict or those who may display resistance to an idea. He believes this is based on perception, not reality. While the article is written for healthcare professionals his ideas apply to all.


Tiffan includes the critical skill of active listening for use in emotional situations.


Two serials librarians pose the question “Is it possible that good serials management practices can point us to good people management practices?”
**Books:**


This title shows the reader how to identify the 10 most unwanted behaviors and how to deal with each of them. They also uncover how difficult people think, what they fear, and why they act the way they do.


The authors teach you to “unhook” from upsetting situations and eliminate your workplace woes. Highly recommended!


Learn to: Recognize why and when people act out, identify different types of difficult people, cope with difficult behavior, get the most out of trouble employees, and nurture a harmonious work environment.


Understanding and dealing with difficult types and behaviors.


The title says it all!


The author offers insight on how to understand your button-pusher, assistance in determining the nature of the problem, help in identifying failed attempts to fix things, and a vision for what can be and how to make it come true.
Videos:

Working with You is Killing Me
http://www.youtube.com/watch?v=Y_pIMvP-otY&feature=relmfu

The video is a good introduction to the book.

How to Handle a Bully Boss
http://www.youtube.com/watch?v=S1m4DLpLAZ0&list=UUt1jrj-HC5QYqD-DC66hOlA&index=10&feature=plcp

This video is presented by the authors of Working with You is Killing Me and Working for You isn’t Working for Me

Ask K²
http://www.askk2.com/

Video blog where the above authors answer reader’s questions on a wide variety of topics including Working with a Snotty Coworker!

Valerie Sheppard- Working with You is Killing Me
http://www.youtube.com/watch?v=2fccfp8P-w

A short video on coworkers who don’t respect their peer’s boundaries.