7 C’s of Dealing with Difficult Members

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.

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 s/he needs to have confidence.

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

BE PROACTIVE – DIFFICULT MEMBERS ARE MORE OF A PROBLEM WHEN THE ORGANIZATION IS NOT A STRONG TEAM.