

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