

DEALING WITH DIFFICULT BEHAVIORS

TYPES	WHY	HOW TO HANDLE
THE SHERMAN TANK: Abrupt, intimidating	Strong needs to prove that their view is right Strong sense of what others should do	Don't be too polite- just get in; Call the person by name; Speak from your point of view; Avoid a head-on fight
THE SNIPER Intimidates through attacks	Strong sense of how others ought to think and act	Surface the attack – “I know you didn't mean that like it sounded...here's what I heard” Use questions rather than assertions – avoid a fight
THE EXPLODER Intimidates with anger	Person feels thwarted or threatened	Give person time to run down; Use “right!” or “yes!” to get the person's attention; Show understanding: “I can see that this is important”; Take a break
THE COMPLAINER Claims no power to make decisions	Feels powerless Things happen to them	Listen attentively; Acknowledge feelings; Offer alternative solutions; Ask what they want; Don't agree - acknowledge
THE CLAM (AVOIDER) Unwilling to address the situation	May be way of handling painful issue; May be aggression; May be avoiding ideas May be fear	Ask open-ended questions; Use friendly silence and don't fill the space; Comment on what's happening “You haven't said much about this...tell me more”
SUPERAGREEABLES Want to close quickly	Want to be liked	Make honesty non-threatening – ask for honest opinions; Be personal – when you can
THE WET BLANKET Counters ideas	Tend to see the negative side	State your own realistic optimism and why (facts); Don't argue; Ask for their “worst case”
THE BULLDOZER Know-it-all-expert	Want certainty and the security of knowing, not ambiguity	Listen and acknowledge; Question firmly- don't confront Avoid being a counter-expert Offer to collect more data