

Ask For Wisdom

How to Deal with Pesky People?

Why are Pesky People so difficult?

P_____ shifters

E_____

S_____ close off others from _____ up

Keep the focus on what's _____, _____, and the unknown
"_____"

Y_____ to their historical behavior

We retain Pesky People Episodes with much more detail and energy than Positive Person Episodes. Thus we may be unknowingly creating a "Pesky Person Negative Loop" (PPNL)

Pesky people thrive the most in Education, Health Care, Government, and in the Shadows

Pesky people damage the organization, people, and the atmosphere/culture.

A Solution:

Positive People support the organization, people, and the Positive Atmosphere/culture

When we are no longer able to change a situation -- we are challenged to change ourselves. Viktor E. Frankl

Be Assertive

1. Do not _____
2. _____
3. Describe the _____ and the _____
4. Offer _____ that are focused on the P_____, O_____, and G_____ of the Team/Organization

Matt Upton

209.732.6288

www.askmattupton.com

Ask For Wisdom

Watch your language

1. Be clear and concise "Be crystal clear, without passing judgment"
2. Evaluate the situation not the person, Be certain "This is what I/we want to see, hear, or feel"
3. Strategically look for their help and team playing, Control "Lets solve this together", Suffer with them rather than against them
4. Use "I" rather than "You"

Actively Listen

- A. Be _____
- B. P _____
- C. Ask _____
- D. Avoid _____
- E. Talk _____, Listen _____

Control my nonverbal communication

1. Focus on the over all outcome rather than the Pesky Person's Power drain
2. Remain open for Surprise Solutions
3. Connect through Mirroring Communication

Visual: People who primarily use their eyes to perceive the world and trust the images they see as a basis for decisions

Represent about _____ of People

Auditory: People who primarily use their ears to perceive the world and who depend on the spoken words for their information that determines their behavior

Represent about _____ of People

Kinesthetic: People who "feel" their way through their experiences. They use their feelings to make their life decisions

Represent about _____ of People

Matt Upton

209.732.6288

www.askmattuption.com

Ask For Wisdom

Appreciative Inquiry

Ask what's _____

Ask what can we do to _____

Ask what would be the " _____ "

Ask what do you believe is the _____ ?

Caution

Make _____, _____ in an attempt to quickly resolve the Pesky
Person charged atmosphere

Staying in Connection:

I look forward to remain in connection with you. When there is anything I can do for you, just ask.

Call me anytime: 209.732.6288

Email me at: answers@askmattupton.com

Look at my website at: www.askmattupton.com

Follow me on Twitter at: [@mattuforward](https://twitter.com/mattuforward)

Participate in my call in show:

Thought-Filled Tuesday

Time: 7:00pm – 8:00pm (pst)

Call in number: 805.399.1000

Access code: 593915

Matt Upton

209.732.6288

www.askmattupton.com