

WORKING WITH DIFFICULT PEOPLE

Please list a "DO" and a "DON'T" for interacting with each of the following personality types:

Aggressive Types: DO: _____

DON'T: _____

Know-It-All Types: DO: _____

DON'T: _____

Victim Types: DO: _____

DON'T: _____

Sarcastic Types: DO: _____

DON'T: _____

Nay-Sayer Types: DO: _____

DON'T: _____

Yay-Sayer Types: DO: _____

DON'T: _____

Withdrawn Types: DO: _____

DON'T: _____

Please write below a summary of each conflict resolution strategy:

Avoidance:

Accommodation:

Aggression:

Compromise:

Collaboration:



Do your conflict resolution strategies change depending on who you are interacting with?

| With my... | Conflict Occurs... | | | I Usually Use This Approach... |
|-------------------|--------------------|-----------|--------|--------------------------------|
| | Often | Sometimes | Rarely | |
| Supervisor | | | | |
| Coworkers | | | | |
| Employees | | | | |
| Parents | | | | |
| Significant Other | | | | |
| Friends | | | | |
| Children | | | | |
| Neighbors | | | | |
| Strangers | | | | |

What are the seven steps to fair conflict resolution?

Step 1:

Step 2:

Step 3:

Step 4:

Step 5:

Step 6:

Step 7:

Additional Notes:

