4 Types of Difficult People

The Fault Finder

THE FAULTFINDER WILL FIND FAULTS EVEN IN PARADISE

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Four Common Traits of Passive Aggressive Individuals:

- Rarely express hostility directly
- Uncomfortable to experience
- Repeat their deceitful behavior over time
- Unreasonable to deal with

WORLD VIEW MATRIX:

- Care
  - Fairness
  - Liberty
- Loyalty
  - Authority
  - Sanctity
Exercise related to moral matrix

- Analyze your own beliefs—identify which moral foundations are being triggered and activated when you feel angry or frustrated in a conversation
- Identify the roots of your disagreement
- Engage in moral reframing
SELF-ASSESSMENT

- Who is it?
- What is the situation?
- Where are you?
- What time of day?
- What could be the reason?
- How are you feeling?

CHANGE WHAT YOU CAN

- You cannot directly change anyone else’s behavior, only your own
- In changing your own, you can act as a catalyst for change in another person, but not always—it should not be the motivation for why you are communicating
- Remember what is in your control versus what is not in your control

CHANGE YOUR THINKING AND YOUR FEELINGS

- Challenge irrational or unreasonable ideas or interpretations of a situation
- Remind yourself of what is really important
- Are you able to engage both thinking and feelings when responding to a situation?
CHANGE YOUR BEHAVIOR

• Stand up for yourself more
• Ask more often for what you want or need
• Manage conflict better and more rationally
• Get your anger under control
• Focus on other parts of your life, other than only on the one causing you distress
• Improve your relationship skills

CHANGE WHAT YOU CAN IN THE SITUATION

NOTHING CHANGES IF NOTHING CHANGES.

CHANGE is hard at first, messy in the middle and gorgeous at the end.

~Robin Hoxie
• PARAPHRASE what the other person has just said to make sure you understand and that the other person feels heard; Do not go further by suggesting implications of the person’s view

• ASK QUESTIONS to clarify and not to provoke; how did you come to believe that?
• NOT questions asked to justify your position
USE "I" Statements when dealing with difficult topics and people as this does not invite conflict but rather explains why a person feels a specific way i.e. This is how and why I see it this way...
NOT: make each statement a truth statement such as this is how it is...

DON'T TAKE THE BAIT if the other person makes a provocative statement. Simply restate your position calmly or restate their position calmly.
NOT: to cause the other person to engage in conflictual communication

4 Options
1. Acceptance
2. Change how you feel
3. Stay miserable
4. Problem solve
What NOT to Do

Do Not:

- **Commiserate**
  - Not problem solving
  - Generate unnecessary negative thinking

- **Triangulate**
  - 2 anxious people pull in a third person to help them stabilize
  - Creates pressure and discomfort

HOW DOES THIS APPLY TO THE LAW?

Individual Factors
- Pessimism
- Competitive Nature
- Perfectionism

Life Situation Factors
- Spouse/Partner
- Children
- Health
- Finances
- College/Law School Debt

Organizational Factors
- High pressure, little credit
- Zero sum game
- Excessive work load
- Client expectations
- Definition of success
FINAL THOUGHTS

1. Know your vulnerabilities and your moral matrix and how it influences your world view
2. Be conscious of your options
3. Choose to respond purposely instead of reacting to situations
4. Try not to control or manipulate conversations or people
5. Recognize both the negative and positive consequences of being in the legal field, and how it may play a role in your life

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CONTACT US
gethelp@illinoislap.org
312-726-6607

@illinoislap @illinoislap @illinoislap
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