

# Different approaches to difficult people

---

## Situation

...and while remaining detached / calm / adult....

Is it me? At least partly?														
Is it the system rather than the person?														
Fog and forget it / live with it														
Question to clarify Including: Peel the onion														
Question to disagree														
Pick them up on unfair words														
Describe the process as unhelpful or unacceptable														
Feel Felt Found														
Broken Record														
Vary approach with the type of person														
Measure / facts / logical approach														
Understand    Feel Want    OK?														
Escalate from one off to habit														
Negotiate														
Offer two choices (both of them good for you!)														