



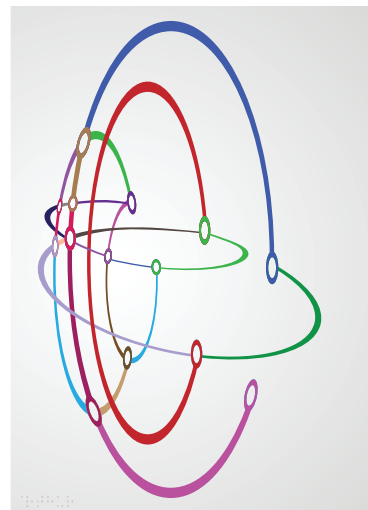
Practice Strategy for How to Deal with Difficult People

The key to dealing with difficult people is to pick up on their positive intent. It takes some practice to get used to listening for the intent instead of the effect. Try this: When you are watching an interview on TV, ask yourself what might be the positive intent behind an angry response, or outrageous statement. Tune yourself in to pick up on how or why someone may be defensive.

Once you get the hang of this, you'll find your mind sussing out the positive intent in your daily conversations — it's especially useful on sales calls, where your client is likely feeling defensive simply because it is a sales call.

Looking Ahead

Okay, It's time to start to bring some things together. Your skills are probably pretty far along; I imagine you've become adept at listening, asking questions, and using tools like *"What's behind...?"* Already you've realizing the impact that your new skills have on building and enhancing relationships. And certainly you've noticed how people are responding to you differently. Next we're going to talk how words don't carry nearly the impact we'd like to think they have. Stay tuned...



Remember if you want to talk with us about How To Who, just send me an email at support@HowToWho.com and tell me what you want to discuss. I'll send you the access information so you can join us. We talk on the 4th Wednesday of each month at 3:00 PM Eastern Time.