



Dealing with Difficult People

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Defining “Difficult”

- *Simply stated, “Difficult” means:*

**It is HARDER than it
should be.**

Specific Situations

- Between 2 judges
- Between judge and coach
- Between judge and parent
- Between judge and helper

Consequences

- Consequences are very limited
 - Letter in file

Consider how you deal with difficult situations very carefully

How can you make the most positive impact

“Difficult” includes...

- Lack of professionalism
- Different set of moral values
- Lack of knowledge
- Different personalities

Deal with Problems

- Timely
- Efficiently
- Respectfully
 - Fairly
- Completely

What To Consider

- What is my communication style?
- What is the communication style of the other person?
- What is the best “way” to communicate where they will “hear” you?
 - Short and Direct approach?
 - Kind and gentle?
 - Leading to a solution?

What to do

- Check your emotions at the door, except for HOPE
- Listen to all sides without judgment
- Ask specific questions to clarify & problem-solve
- Be direct, honest and to the point
- Check your accuracy by reviewing
- Share with a trusted friend for assistance
- Maintain confidentiality

Questions to ask

What was the underlying reason?

- What do they feel was the other persons perspective?
- Would you do anything differently?
- How do they recommend resolving the problem?
- What did we learn?
- How do we resolve this and move on?

How to be heard

- Calm
 - Body language
 - Facial expression
 - Tone of voice
 - Word choices
 - Expected personal space

Words to use versus not use

“What were you thinking?”

Or

“You need to..”

Instead try:

Let’s think about...

I hear you saying...

Records

- Take notes of every interaction
- Have those interviewed put it in writing
- Keep a file
- Provide a summary to those in need

What NOT to do

- ◆ Ignore the problem
- ◆ React versus respond
- ◆ Make problems larger than they are
- ◆ Admire the problem
- ◆ Gossip about it

Our Primary Role

- Check for patterns of concern
- Educate in areas of weakness via
 - One-on-one sessions
 - Email information to membership
 - Study groups
 - Clinic sessions
- Continue to model, encourage, and improve our level of professionalism

If in doubt

- Rely on
 - Integrity
 - Honesty

If this doesn't work try to let it go and believe that

Good will prevail (eventually)