Types of Difficult People and How to Deal with Them

mp3 file

A. Listen to a segment of a TV talk about identifying difficult people at work. Read the statements below. Decide if these are True (T), False (F), or Not Given (NG). *(Audio taken and adapted from Vanessa Van Edwards (2014) https://www.youtube.com/watch?v=Rx6Abkn--Zc)*

	T	F	NG
1. Vanessa's book *Human Lie Detection and Body Language 101* has come out recently.			
2. Not everybody may turn into any of the four types of difficult people.			
3. The liveliness in a meeting might rise with a *downer's* presence.			
4. *Downers* express their dissatisfaction in front of others.			
5. *Better thans* say things boastfully to make themselves feel better.			
6. *Passives* can be considered as people with low self-esteem.			
7. Although *passives* do not make decisions easily, they may be *good talkers*.			
8. 'Bossy' people have little or no idea how to manage their emotions.			
9. Vanessa warns that trying to fix difficult people's behaviour might be unbeneficial.			

mp3 file

B. Listen to the rest of the TV talk. Complete the summary below using ONE or TWO WORDS in each gap. *(Audio taken and adapted from Vanessa Van Edwards (2014) https://www.youtube.com/watch?v=Rx6Abkn--Zc)*

Vanessa affirms that everyone has a **10.** _____ language, which guides their actions. Nonetheless, difficult people do not typically have the same kind of language. For instance, *passives [tanks]* tend to be **11.** _____ of their relationships. However, asking **12.** _____ may calm them down. In fact, asking about their passions or projects take them out of their **13.** _____ mode.

In the fourth and last step, you should make sure others are not toxic to you. Vanesa suggests that if a *downer* attends a party, one should talk to him/her in **14.** _____. In the case of *tanks*, for example, one should use topics different to **15.** _____ when talking with them. In fact, **16.** _____ limits may help to avoid others become harmful to us.

On the other hand, *chameleonization* may occur when a person **17.** _____ like the other (s)he is with because they want to be **18.** _____. Instead of going into 'bad areas', people should go into an **19.** _____; so, difficult people will show their best self. In the case of *passives*, they could be encouraged to be more active by being asked **20.** _____ questions rather than forcing them to speak up.

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