1 DEALING WITH DIFFICULT PEOPLE

Before you watch

A Choose three personality types that are difficult for you to deal with.

☐ calm	☐ friendly	☐ nervous
☐ cool	☐ generous	☐ reserved
☐ easily angered	☐ independent	☐ wild

B **Pair work** Compare your answers. Do you agree on which personality types are difficult? Why or why not? Discuss your opinions.

While you watch

A Which personality type would say each sentence? Choose the correct answers.



The Bully



The Exploder



The Know-It-All



Mr. Negative

	The Bully	The Exploder	The Know-It-All	Mr. Negative
1. I enjoy making other people feel bad.	☐	☐	☐	☐
2. I love to complain about how bad things are.	☐	☐	☐	☐
3. I can't stand not getting what I want.	☐	☐	☐	☐
4. I scream and yell a lot.	☐	☐	☐	☐
5. I insist on telling everyone else how to do things.	☐	☐	☐	☐
6. I feel better by making others feel upset.	☐	☐	☐	☐
7. I enjoy getting into arguments.	☐	☐	☐	☐
8. I love getting attention.	☐	☐	☐	☐

B Choose the correct answers according to the information in the video.

1. The worst thing about difficult people is that _____.
   a. you run into them so often b. they can make life miserable c. you may find them at work
2. You can learn to _____ to change the behavior of difficult people.
   a. give rewards b. stop rewards c. get rewards
3. People are difficult because they want to _____.
   a. get rewards b. stop your reward c. make you get emotional
4. The main point of the two-step process is to change _____.
   a. the reward b. how you interact with the person c. difficult behavior into rewards

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5. An example of a reward for a Bully is _____.
   a. getting you to leave the room b. stopping an argument c. winning an argument
6. Some people throw tantrums as a way to get _____.
   a. everyone to focus on them b. someone to stop talking c. others in trouble
7. _____ difficult people is the best way to deal with them.
   a. Talking to b. Avoiding interaction with c. Using a two-step approach with
8. The two-step process will work with _____.
   a. only Bullies and Exploders b. only Mr. or Ms. Negatives c. all difficult people

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