

1

DEALING WITH DIFFICULT PEOPLE

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

- | | | |
|---|--------------------------------------|-----------------------------------|
| <input type="checkbox"/> calm | <input type="checkbox"/> friendly | <input type="checkbox"/> nervous |
| <input type="checkbox"/> cool | <input type="checkbox"/> generous | <input type="checkbox"/> reserved |
| <input type="checkbox"/> easily angered | <input type="checkbox"/> independent | <input type="checkbox"/> 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I love to complain about how bad things are.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I can't stand not getting what I want.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I scream and yell a lot.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I insist on telling everyone else how to do things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I feel better by making others feel upset.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I enjoy getting into arguments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I love getting attention.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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