

# Types of Difficult People and How to Deal with Them

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**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 <i>Human Lie Detection and Body Language 101</i> 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 <i>downer's</i> presence.			
4. <i>Downers</i> express their dissatisfaction in front of others.			
5. <i>Better thans</i> say things boastfully to make themselves feel better.			
6. <i>Passives</i> can be considered as people with low self-esteem.			
7. Although <i>passives</i> do not make decisions easily, they may be <i>good talkers</i> .			
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.			

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**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, *chameleonzation* 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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