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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.

- 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
- You can learn to _____ to change the behavior of difficult people.
a. give rewards b. stop rewards c. get rewards
- People are difficult because they want to _____.
a. get rewards b. stop your reward c. make you get emotional
- 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

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