



Module #8:
Leadership Through Quality
Interact With Impact
Coping Strategies for Resolving Conflict

Module Objectives,

- Match the ten types of challenging people and their characteristics,
- Discuss and justify coping strategies for each of the ten challenges, and
- Practice by reviewing coping strategies for each challenge and identifying important "power questions" for each challenge.

Module Description

This **Leadership Through Quality** Management Development Module focuses on the identification and application of coping strategies for the Ten Classic Types of Challenging people we encounter at work, at home and at play. Participants will have the opportunity to learn the six basic steps of coping with these individuals. They will also learn how to use Power Questions as a strategy to take control through the effective use of open ended questioning techniques. An emphasis is placed on individual and small-group "hands-on" activities which apply and reinforce the concepts.

Alternative Problem Solving Techniques

Traditional

Problem

Solution

Desired
result

Contributing
Factors

Problem

?

Inactivity

Depression
(Lack of Control)

PREVIEW ONLY

Alternatives

Possible Solutions

Desired Results

COMPROMISE

Desired Results

Possible Solutions

Contributing
Factors

Problem

PREVIEW ONLY

Matching Challenging People and Their Characteristics:

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(Type) Circle One...

1.The Bull (or Sherman Tank)

2.The Fox (or Sniper)

3.The Time Bomb (or Explosive)

4.The Whiner (or Complainer)

5.The Stone Wall (or The Clam)

6.The Ultra (or Super Agreeable)

7.The Negativist (or Wet Blanket)

8.The Know-It-All (or Bulldozer)

9.The Phony Know-It-All (or Balloon)

10.The Procrastinator (or Staller)

(Characteristics) Circle One...

1.They close down

1. Silent and unresponsive

2. "And another thing..."

2. Powerless in managing self

3. Skillful use of sarcasm

3. How others ought to think

4. Give's & give's and then explodes

4. Responds to perceived threats

5."Read My Lips"...

5. Irrational in thinking & behavior

6. "What am I to do?"

6. "There's no need to decide."

7. They say "be" who they are with

7. Desires to be admired by others

8. Need for perfection

8. "There's nothing we can do."

9. Tone of absolute certainty

9. Little room for anyone else

10. They YES you to death

10. Make unrealistic commitments

Matching Stress Behavior and Coping Strategies of the Ten Challenging Types

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(Stress Behavior of) Circle One... (Coping Strategies) Circle One...

- | | |
|-------------------------|---|
| 1. Relater and Analyzer | 1. You must work hard to surface the underlying facts and issues that prevent this individual from taking action. |
| 2. Socializer | 2. Stand up for yourself without fighting and don't worry about being polite, just get in any way you can. |
| 3. Director | 3. State correct facts or alternative opinions as your own perceptions of reality. |
| 4. Analyzer | 4. Try to move to a problem-solving mode by asking specific, informational questions. |
| 5. Relater | 5. Surface the attack by smoking them out and provide an alternative to a direct contest |
| 6. Director or Analyzer | 6. Listen carefully and paraphrase back the main points of this individual's proposals |
| 7. Relater | 7. Make optimistic but realistic statements about past successes in solving similar problems. |
| 8. Relater | 8. Listen for indirect words, hesitations, and omissions that may provide clues to problem areas. |
| 9. Socializer | 9. Get agreement on or state clearly how much time is set aside for your "conversation." |
| 10. Director | 10. Give them time to run down and regain self-control on their own. Show that you take them seriously. |

The Answer Key for Matching Stress Behavior and Coping Strategies (Pg 3-4)

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Type	Characteristics	Stress Behavior	Coping Strategy
1. The Bull	5. "Read My Lips"...	10. Director	2. Stand up for yourself
2. The Fox	3. Skillful us of sarcasm	9. Socializer	5. Surface the attack...
3. The Time Bomb	4. Give's and give's	8. Relater	10. Give them time...
4. The Whiner	2. And not anything...	7. Relater	4. Try to move to problem solving...
5. The Stone Wall	1. They close down...	6. Director or Analyzer	9. Get agreement...
6. The Ultra Agreeable	10. They yes you...	5. Relater	1. You must work...
7. The Negativist	8. Need for perfection	4. Analyzer	7. Make optimistic...
8. The Know-It-All	9. Tone of absolute certainty	3. Director	6. Listen carefully and paraphrase...
9. The Phony Know-It-All	7. They can "be" who they are with...	2. Socializer	3. State correct facts...
10. The Procrastinator	6. What am I to do?	1. Relater and Analyzer	8. Listen for indirect words...

PREVIEW ONLY

NOTE: See Page 21 For Additional Info