



THE ART INSTRUCTION

The Four Basic Types of Difficult People

Some People Can and Will be Difficult:

Learn to like difficult people. Truth is we can all be a little difficult. In the professional arena of communication when someone says "That's Wrong!" or "You can't do that to me!" try to perk up and get interested. Your professional skillsets of negotiation are about to go through a reaffirming challenge, and that is ok. Remember it's not personal, it's just confusing. You have both the ability and the information to help this person through his or her confusion.

Realize there will always be difficult people. No matter where you live or work, you will encounter people who seem like they are out to hurt others. The key is to learn how to deal with these sorts of people. Because they are impossible to avoid, it may help you identify some of the different types of difficult people so you can decide the best way to interact with them.

There are FOUR Basic Types of Difficult People, they include:

- **"Hostile"** people tend to react violently. They can be cynical, and argumentative, and have trouble being in the wrong. These people thrive in power roles or as cyberbullies.
- **"Rejection-Sensitive"** folk look for insults. In other words, it's very easy to offend them. They often use textual means (email, texting) to express their dismay.
- **"Neurotic"** types are yet another breed. They might be anxious or pessimistic and often are very critical of others.
- **"Egoists"** prize their own interests first. They loathe compromise and are hyper-sensitive to personal affronts.