**Video Title:** How to Deal with Difficult People

**Video URL:** <https://www.youtube.com/watch?v=J8nnj0Rebng>

**Run Time:** 3:03

**Source:** Brian Tracey/YouTube

**Close Caption Available:** Yes

Dealing with difficult people is described on pages 166-171 of the textbook. Well-known speaker Brian Tracy presents a core approach to dealing with difficult people. Such people are often frustrated and angry, and therefore ready to attack you. Begin dealing with the difficult person by taking a deep breath, calming down, relaxing, and smiling. Patience and dead silence can be helpful. Say nothing at first. Next ask questions because the person who asks questions remains in control.

 It is much better to ask questions than to attack the individual. Be like a boxer or a matador who backs away from the adversary. ask questions such as, “Why did you say that?” or “What makes you feel that way?” By asking questions you might be able to find out why the person is acting the way he or she does.

*Questions for Thought and Discussion*

1. Which of the tactics for dealing with difficult people mentioned in the textbook comes closest to matching Brian Tracy’s advice?

2. How does the suggestion for remaining silent fit the tactic for dealing with difficult people called, “Giving recognition and attention”?

3. Which tactic for dealing with difficult people mentioned in the textbook supports the idea of asking the difficult person questions?

4. Diane, a coworker in the cubicle adjacent to you, frequently conducts loud conversations on her phone on matters unrelated to work. The distractions she creates annoy you. Ask Diane one or two questions that might prompt her to be more considerate.

5. The presenter, Brian Tracy, is a highly successful speaker, including motivational talks. What is your evaluation of his or her presentation skills?