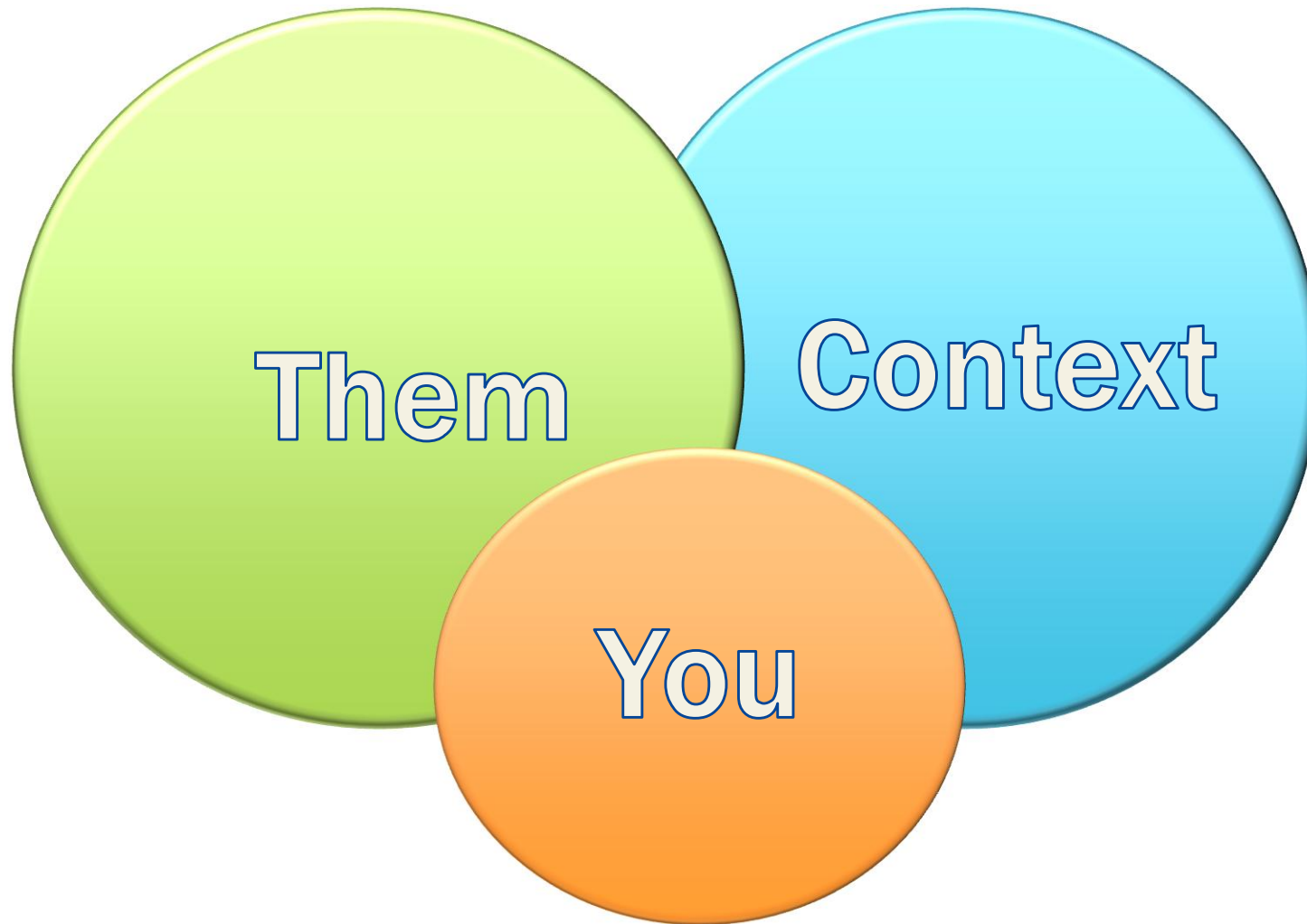


# Dealing with difficult people

Melanie Fisher

*Mfish consulting*

# Why are 'they' difficult?



# Why are 'they' difficult?



Them

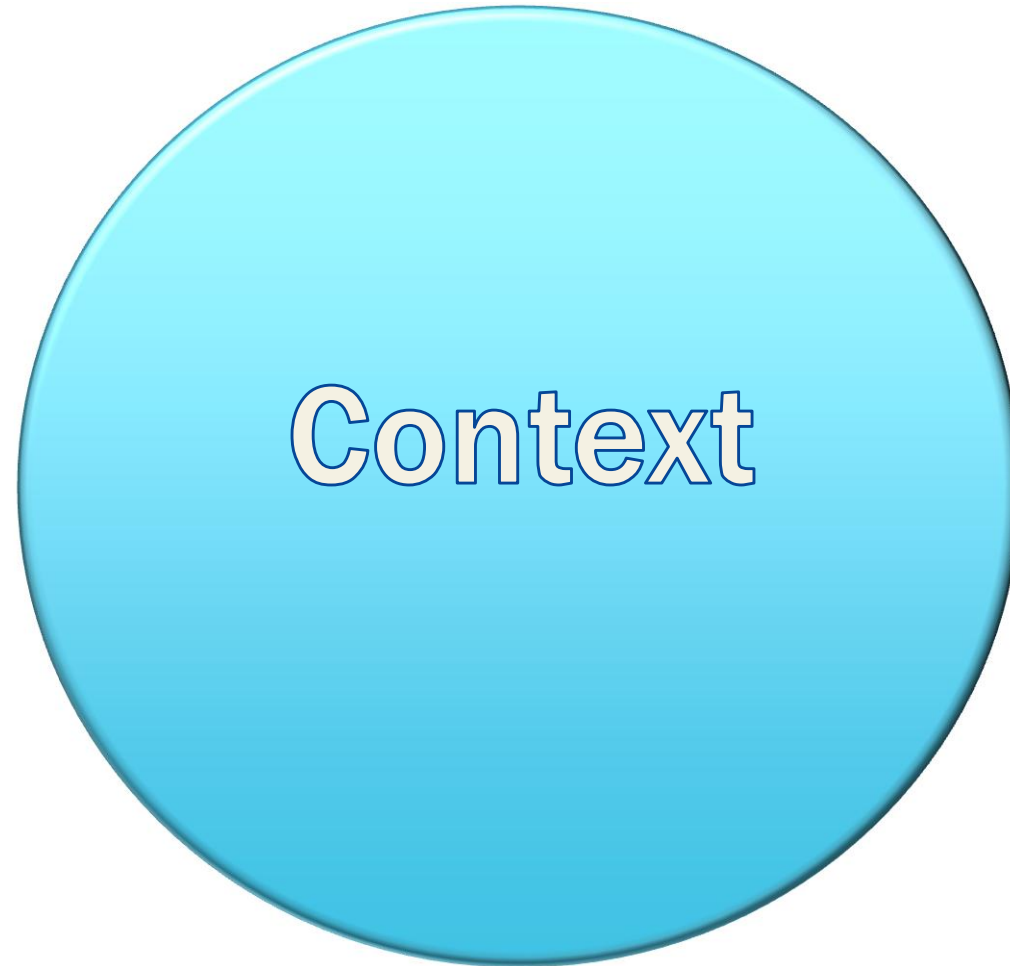
# Who's difficult?

## Personality and other baggage

- Hostiles
- Hypersensitives
- Egotists
  
- Scorpions
- <http://www.psychologytoday.com/articles/201204/the-high-art-handling-problem-people>
  
- Mental illness, borderline personality disorders
- Bad hair day

*Life's rich tapestry*

# Why are they difficult?

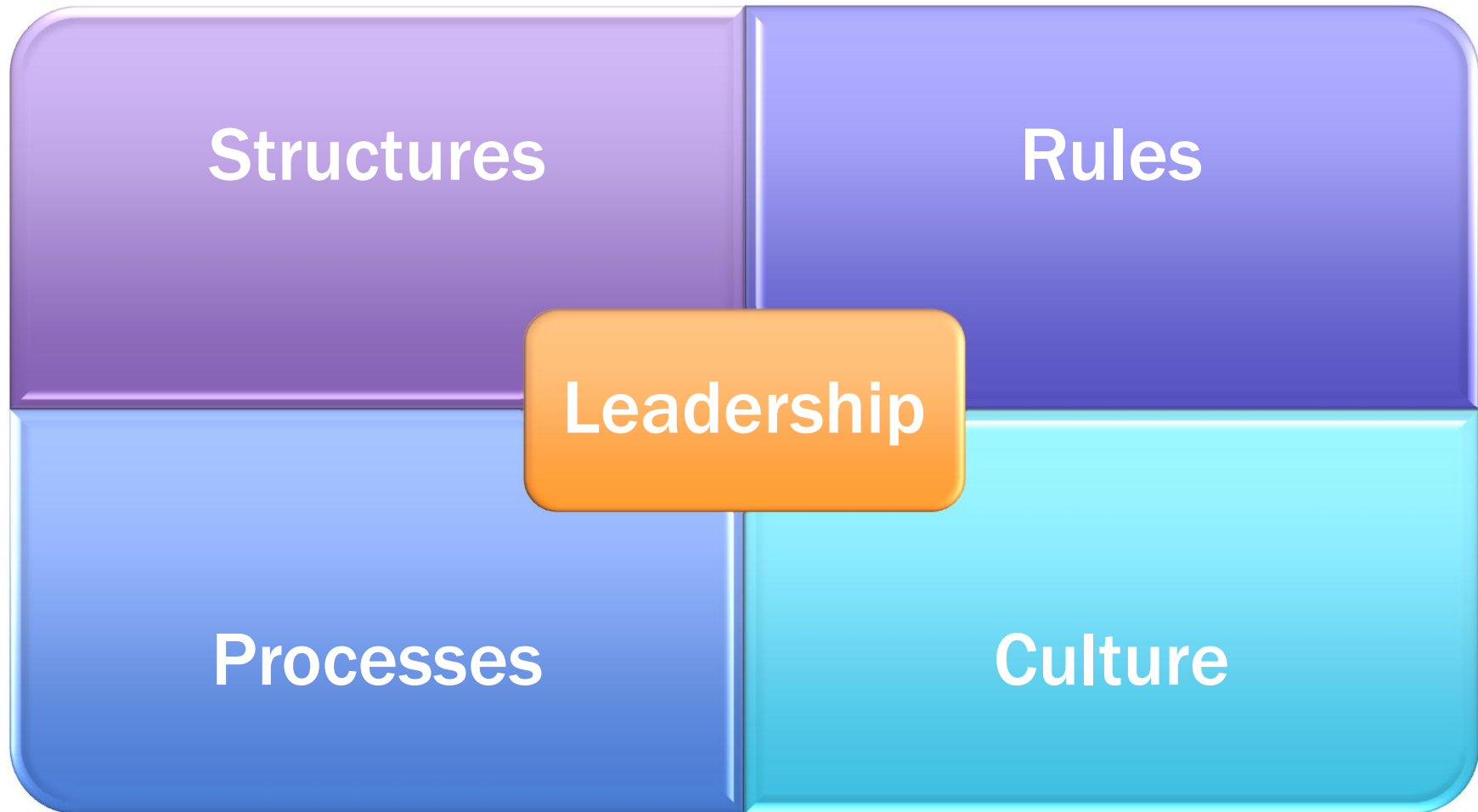


# Context

- **Competition & passion**
- **Injustice**
- **Frustration**
- **Lack of control**

*Iceberg issues*

# Context



# Context

- **Australian Bridge Federation arrangements**
  - Existing hierarchy
  - Defined structures, rules, processes and policies, (including player behaviour)
  - ABF and club arrangements are subordinate to legislation

***BUT***

***Are there gaps? Are existing arrangements well understood? Are they consistently implemented?***



# Why are they difficult?



You

# What you bring

- **You as the human face**
- **Your persona**
- **Your perspective**
- **Your responses**

# Dealing with difficult people in the moment

## Defuse the situation

- Fair, firm, calm and consistent,
- Manage *your* emotions,
- Listen actively,
- Respond respectfully, and
- Use the rules and processes appropriately and proportionately.

# What you can do

- **Solve the problem**
- **Defer further discussion - use the rules and processes**
- **Remove from the situation**
- ***Call for assistance***

# Recurring problems

- **Triggers and causes – any patterns?**
- **Personality or personal issues**
- **The Dr Phil principle**
- **Are the existing behaviour management processes and policies adequate and being applied?**
- **Would independent, professional mediation be of use?**
- **If all else fails - ultimate sanctions are available**

# Principles

- **The Golden Rule**
- **Walk in another's shoes**
- **Emotional intelligence**

**And if that isn't enough -**

- ***Never argue with a fool...***

*In conclusion*

# Gratuitous advice

- **Consider whether further work is needed**
- **Communicate – and cover**
- **Support the frontline with advice and resources**
- **At the individual level - observe, reflect, consult and practice**



*Thank you*

# ABF

- Incorporated Associations Act, other legislations
- Constitution – Objective h; 4.6 role of Ethics Committee; 5.3 role of Recorders;
- Appeals and dispute management systems
- Player behaviour ‘policies’ – guidance
- State level – constitutions, policies, etc

*Important to ensure documents and procedures align, good process applied, principles of natural justice followed*

