



PROBLEMATIC PERSONALITIES

Dealing with Difficult People

Corporate PA Summit
Perth

Dr Marny Lishman

Psychologist – Author - Coach



People

“Serenity now”

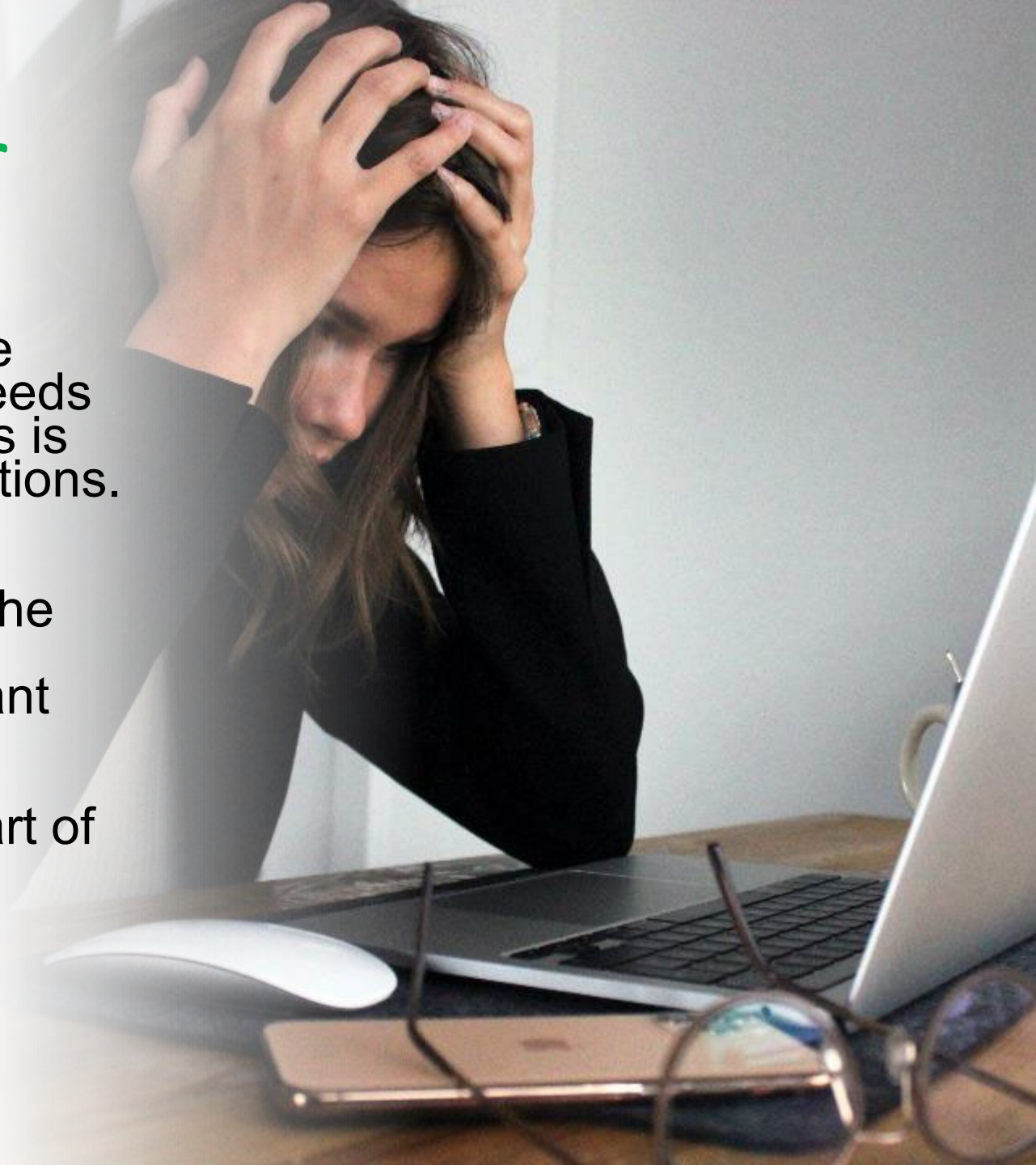
Frank Constanza,
Seinfeld

Behaviour

Behaviour is how we strive to have our needs met and this process is directed by our emotions.

Getting insight into the reasons behind behaviour is important

Behaviour is only part of the story ...





Emotions

"Our emotions have a mind of their own, one which can hold views quite independently of our rational mind"

Daniel Goleman

The Brain

- Ongoing stress
- Imposed change (disruption)
- Lack of control
- Uncertainty
- Disconnection
- Lack of information



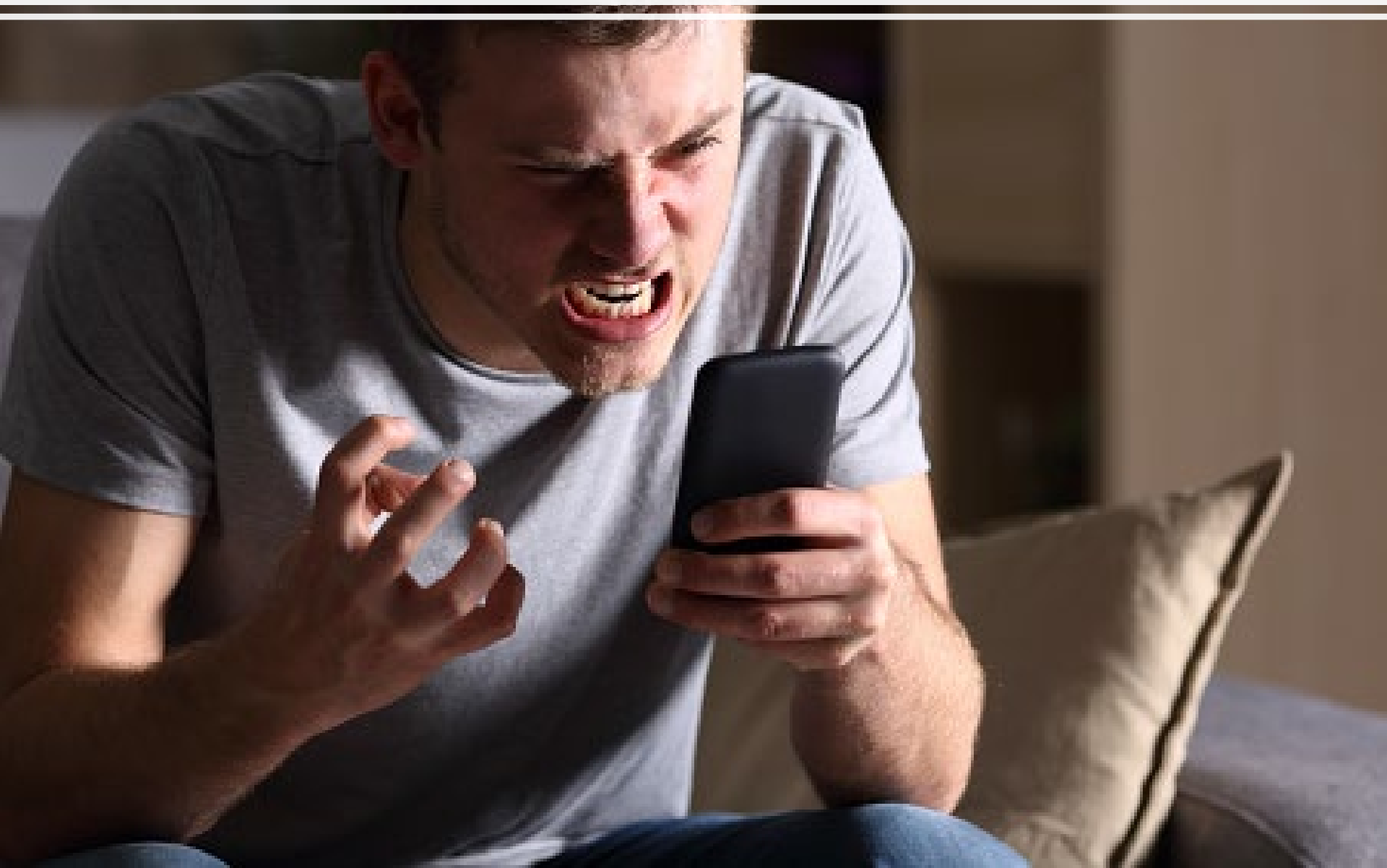


Challenging Behaviours

"We are constantly being put to the test by trying circumstances and difficult people and problems not necessarily of our own making"

Terry Brooks

Expressive



Learned



Values Based

WHAT'S REALLY
IMPORTANT
FOR YOU ???

Random





Problematic Personalities

The blamer

The flyer

The control freak

The victim

The quiet type

The passive aggressive

The narcissist

The paranoid

Escape Methods

We ...

- are too busy to engage with them
- dance around the topic
- get emotional
- over-protect them
- people - please
- ignore
- do the opposite



Self Awareness

*“To know
thyself is the
beginning of all
wisdom”*

Socrates





Fight

Flee

Fawn

Freeze



WE HEAR YOU.

Empathy

“Empathy is the capacity to think and feel oneself into the inner life of another person”

Heinz Kohut



Active Empathy

- Actively Listening
- Mirroring
- Labelling feelings
- No judgement
- Unconditional positive regard

Active Empathy

- Be curious
- Calibrated questions “what & how” to gain understanding
- Problem solving comes last (*if at all*)
- *Listening to soothe & will likely de-escalate*





Little Tricks & Tips

- Smile
- Presence
- Speak slowly
- Lower your vocal range
- Use pauses to your advantage
- Body language
- Gesticulate
- Appropriate humour



*I set boundaries not to offend
you but to respect myself..."*

Unknown



*I'm feeling ...
Because ...
This is what I
need ...*



Nurturing Your Wellbeing

- Proactive rather than reactive
- Schedule your day for energy & focus
- Eat right & sleep well
- Get the right support
- *What do you know helps you de-stress???*

What can you start
doing TODAY to
better handle a
**PROBLEMATIC
PERSONALITY?**





THANK
YOU

Dr Marny Lishman

Psychologist - Mindset Coach - Author

marnylishman.com.au