

# Dealing with Difficult Members

“Difficult people” are found in every organization. It’s important that the leaders learn to deal effectively with these individuals and insure that their behaviors and attitudes do not adversely affect the group’s functioning.

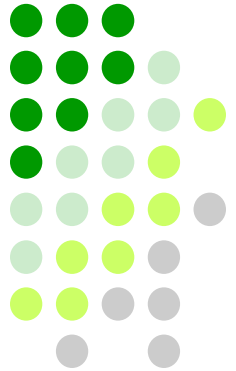
## The Seven C’s of Dealing with Difficult Behavior

1. Compliment – Difficult people need praise, too.
2. Concern – Genuine caring for the welfare of another will help build a strong relationship.
3. Congratulations – Helping people feel better about themselves can eliminate some problems.
4. Choice – Given a choice, a person may feel important and respond in a positive way.
5. Challenge – Boredom may cause people to react in difficult ways.
6. Confidence – Expressing confidence in someone is often all s/he needs to have confidence.
7. Compromise – Attempting to give in some way may soften a hard person.

## Be Proactive

Difficult members are much more of a problem when an organization is not a strong team. Always remember *People Support What They Help Create!* Involve members in all aspects of the organization and they will tend to be more supportive.

Sometimes nothing will work and you will not be able to help a member change his/her behavior or attitudes. It may be helpful to ask your advisor or someone who knows the member better than you for some assistance.



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