PREPARATION FOR CONFRONTING A DIFFICULT PERSON

Norris Smith

❖ Pray. This prepares us spiritually.

❖ Write it out. This prepares us mentally.

❖ Rehearse it. This prepares us emotionally.

❖ Feed self-worth. This prepares us psychologically.

❖ Anticipate Response. This prepares us decisively.

❖ Make an appointment. This prepares us ethically.

❖ Decide next plan of action. This prepares us futuristically.

❖ Keep accurate records. This prepares us authentically.

❖ Pray some more. This prepares us redemptively.
PROCESS IN CONFRONTING A DIFFICULT PERSON

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1. **Make an appointment.** You take initiative.

2. **State purpose.** Be honest up front about the purpose of the meeting.

3. **Go alone.** Agree on who meets with you, if wisdom dictates going alone is not wise.

4. **Request they listen.** Ask that they hear you through before discussion takes place.

5. **Describe Behavior.** Keep the confrontation focused on what they did—not why they did it.

6. **Share feelings.** Share how you felt about the behavior.

7. **Request behavioral change.** Ask if in the future you can relate differently.

8. **Get a response.** Ask “Is this a possibility?”

9. **State future process.** Clarify how you will relate in the future.