Dealing With Dragons!

Working With Difficult People
The Top 100 Equal Opportunity Offenders

Dealing With Hostile / Angry Dragons

Hostile: Unfriendly; antagonistic.
Angry: Feeling of showing anger or strong resentment at, with or about someone or something.

When Your Dragon Is Belligerent . . .

Tyrants: Treat you in a high-handed, harsh and dictatorial manner.
Bullies: Habitually cruel, threatening your present and future.
Sadists: Take pleasure in causing you difficulty.
Time Bombs: Their anger unexpectedly erupts in tantrums.

What To Do: Learn to __________________ up for yourself and express your anger in a _________________ way.

Tacklers: Attack you personally while arguing an issue.
Enviers: Jealously begrudge you the praises you receive.
Intimidators: Gain support by implying they can hurt or embarrass you.

What To Do: ________________ discuss potential options.

Hotheads: Scrappers who start arguments.
Revengers: Deeply resent how they believe you mistreated them.
Snipers: Attack you under some cover, often disguising their jabs with jokes.

What To Do: “We’re in this __________________ - what can we do to make it better?”

• Dragon Handling Advice & Warnings:

• When did I observe this behavior?
Dealing With Pushy / Presumptuous Dragons

Pushy: Excessively or unpleasantly self-assertive or ambitious.
Presumptuous: Too confident especially in a way that is rude: done or made without permission, right, or good reason.

When Your Dragon Is Arrogant . . .

**Fame Claimers:** Haughtily assumes credit for your work.
**Blockers:** Advance their ideas and obstruct the ones they don’t originate.
**Haggler:** Make their points in a petty, noisy, and angry manner.

*What To Do:* ___________ with them. As you experience more success together Arrogant Dragons may gain ___________ in themselves and you.

**Battering Rams:** Crush opposition, forcing their views on you.
**Believers:** They alone are right; they unreasonably expect your agreement.
**Zealots:** Fanatics who commit themselves without weighing all considerations.
**Competitors:** Must surpass you, always crafting life into a rivalry.

*What To Do:* Don’t try to ___________ their pride, just their influence. Redirect them.

**Rule Benders:** Cut corners, skirting the borders of acceptability.
**Clansmen:** Exert power by banding together in a clique.
**Commandants:** Very bossy; without authority, they order everyone around.

*What To Do:* Sometimes Arrogant Dragons only want your ________________ .

- **Dragon Handling Advice & Warnings:**

- **When did I observe this behavior?**
Dealing With Deceitful / Underhanded Dragons

Deceitful: Not honest, making or trying to make someone believe something that is not true.
Underhanded: Acting or doing in a secret or dishonest way.

When Your Dragon Is Deceptive . . .
Hypocrites: Two-faced double-dealers who purposely misrepresent or mislead you.
Renegers: Go back on promises they never intended to keep.
Forked Tongues: Sends you ambiguous, deliberately unclear, mixed messages.

What To Do: Get back to the _______________. Let go of your ____________.
_____________ appropriately. __________ your head. Be in control when you
speak up and ask _______________ and specific questions and make
_____________ suggestions.

Brain-Pickers: Exploit your ideas, stealing credit for and profiting from them.
Back-Stabbers: Nice to your face, but very critical of you behind your back.
Under-Miners: Undercut your efforts and set you up to fail.

What To Do: Options include; _____________ your lips, settling legitimate
_____________, confronting your _______________, launch a counteroffensive.

Foxes: Sly, cunning wheeler-dealers, out to outsmart you.
Bluffers: Misleading fakers. They don’t know and won’t check it out.
Instigators: Troublemakers. They stir up everyone and provoke negativity.

What To Do: _______________ is the top complaint among Deceptive Dragons.
Focus on the results you want to _______________ and move them in that direction.

- Dragon Handling Advice & Warnings:

- When did I observe this behavior?
**Dealing With Shrewd / Manipulative Dragons**

| Shrewd: Having or showing an ability to understand things and to make good judgments; mentally sharp or clever. |
| Manipulative: Influencing or attempting to influence the behavior or emotions of others for one’s own purpose. |

**When Your Dragon Is Exploitative . . .**

**Connivers:** Imply consent and blame you when the wrongful act backfires.

**Camouflagers:** Have hidden agendas, telling half-truths and omitting necessary facts.

**Flatterers:** Insincerely give you excessive praise in order to use you.

**Slave Drivers:** Overly ambitious and demand unreasonable pace or overtime.

**What To Do:** Exploitative Dragons are __________________, insensitive or unaware.

Be cooperative but __________________ _______!

**Plotters:** Conspire secretly and clam up when you join them.

**Imposers:** Take unfair advantage of your time, talent, and good nature.

**Duck & Divers:** Plan with you, then leave you holding the bag to face the consequences.

**Operators:** With charming gift of gab, convince you to do their bidding.

**What To Do:** Stop worrying about ______________________ the feelings of these people.

**Bootlickers:** Fawn over you, seek favors, and say what you want to hear.

**Snitchers:** Squealers who tattle on their peers and spread malicious stories about them.

**Rumor Mongers:** Gossips who spread unverified facts of questionable origin.

**What To Do:** Don’t accept the __________________ on face value.

____________________ the motivation. _______________ for the source.

_________________________ everything.

- **Dragon Handling Advice & Warnings:**

- **When did I observe this behavior?**
Dealing With Rude / Abrasive Dragons

Rude: Not having or showing concern or respect for the rights and feelings of other people; not polite.
Abrasive: Very unpleasant or irritating.

When Your Dragon Is Discourteous . . .

Clods: Insensitive, inconsiderate riding roughshod over your feelings.
Ridiculers: Belittle you with taunting wit that scarcely covers their true intent.
Condescenders: Patronize and talk down to you, as if doing you a favor to be with them.

What To Do: First realize that you don’t have to take it! Dispel rudeness by being ___________ front and ____________.

Interrupters: Rudely break into your discussions uninvited, or pester you on the phone.
Back-Handed Complimenters: Start by praising you and end with a qualifying put-down.
Snoops: Unduly inquisitive, prying when it’s none of their business.

What To Do: Be _______________, polite and stand your ground.

Snippy Talkers: Make cutting, impertinent remarks.
Defiers: Insubordinate and disrespectfully oppose established policy.
Needlers: Use sharp-pointed humor to provoke and goad you.

What To Do: ________________ and professionally ask questions that would reveal the source of anger. Let them ________________.

• Dragon Handling Advice & Warnings:

• When did I observe this behavior?
Dealing With Egotistical / Self-Centered Dragons

Egotistical: Excessively conceited or absorbed in one’s self; an exaggerated sense of self-importance.
Self-centered: Concerned solely or chiefly with one’s own interest.

When Your Dragon Is Self-Seeking - - -

**Brush-Offs:** Curtly dismisses you, because they are too busy to answer your questions.
**Neglectors:** Indifferent to what is needed and uncaring about inconveniencing you.
**Yakitty-Yakkers:** Constant idle, excessive gabbing that interferes with your work.
**Show-Offs:** Conceited and aloof, ostentatious about their achievements.

*What To Do:* Make your motto “_____________ and _____________.”

**Inflators:** Exaggerate their own importance to win your admiration or attention.
**One-Uppers:** Have to top whatever you say and go you one better.
**Know-It-Alls:** Smart alecks, arrogantly claiming to know everything about everything.
**Pulley Operators:** Believe by pushing you down they elevate themselves.

*What To Do:* Look beyond the ______________ and stay calm. Make ____________.

**Empire Builders:** Climbers, interested in others only to use them as stepping stones.
**Prima Donnas:** Temperamental workers, demanding special treatment.
**Slipshods:** Careless, unconcerned that their negligence affects others.
**Magnifiers:** Blow minor tasks out of proportion to make themselves appear important.

*What To Do:* Show sensitive ______________, sincere ______________ and maintain necessary ______________ and impartial treatment.

- **Dragon Handling Advice & Warnings:**

- **When did I observe this behavior?**
Dealing With Procrastinating / Vacillating Dragons

Procrastinating: Delaying or postponing action; putting off doing something.
Vacillating: Alternating or wavering between different opinions or actions; being indecisive.

When Your Dragon Is Causing A Delay . . .

**Stallers:** Believe if they stall long enough, the problems will disappear.
**Over-Commiters:** Nice people who can’t refuse anyone but have no time for follow up.
**Chameleons:** Are changeable, indecisive, and keep wavering on decisions.

What To Do: Don’t complain or make ____________for the delays. Continue support for ____________flow.

**Socializers:** Put off work while they desk-hop or take care of personal business.
**Perfectionists:** Keep polishing their work which never meets their extravagant standards.
**Dawdlers:** Waste time while youwait for their work in order to complete your own.

What To Do: You have no ____________over your peers. If you are in a position of authority, handle their procrastination ____________and ____________

**Clock-Watchers:** Try to get away without working and have an “it’s not my job” attitude.
**Duds:** Put off asking for the help they need and delay everyone else.
**Rebels:** Use delaying tactics to get even with you.

What To Do: Find out what is causing the delay. ____________fear of ____________, stalling to seek ____________may be factors for delays.

- Dragon Handling Advice & Warnings:

- When did I observe this behavior?
## Dealing With Rigid / Obstinate Dragons

| Rigid: Stiff or unyielding; not pliant or flexible; hard; strict, severe. | Obstinate: Firmly or stubbornly adhering to one's purpose, opinion, or point of view; not yielding to argument, persuasion, or entreaty. |

### When Your Dragon Is Unbending - - -

- **Comma Counters**: Stubbornly pedantic, demanding perfection on the insignificant.
- **Inflexibles**: Iron-willed, will not listen and stick tenaciously to their own ideas.
- **Pig Heads**: Hold to a course of action blindly, stupidly, and stubbornly.

**What To Do**: ______________ your Dragon that you are sincere in wanting to help. Display that you have somehow tied your ______________ together.

- **Killjoys**: Give you moral or official reasons why it’s wrong to enjoy the work.
- **Chapter And Versers**: Know and quote you every rule and regulation.
- **Stiff Necks**: Inflexible, arrogant who say they always did it this way and they always will.

**What To Do**: Disagree in a ______________ and friendly fashion. Bring them __________ instead of ______________ them out.

- **Silent Screw-Ups**: Need help, but are too proud and stubborn to ask.
- **Unyielders**: Will not give an inch, can’t relax, and create a tense atmosphere.
- **Clingers**: Commit themselves to inadequately thought-out ideas and won’t let go.

**What To Do**: Help your Dragon to feel more ______________. Communication is ____________. Practice your ______________ skills.

- **Dragon Handling Advice & Warnings:**

- **When did I observe this behavior?**
Dealing With Tight-Lipped / Taciturn Dragons

Tight-lipped: Loath to speak; reticent, secretive; speaking very little.
Taciturn: Reserved or uncommunicative; saying little.

When Your Dragon Is Uncommunicative . . .

Icebergs: Unsociable, aloof and disinterested in exchanging thoughts.
Clams: Unresponsive and refuse to tell you why they are silent.
Evaders: Won’t discuss issues because they dislike and avoid confrontations.

What To Do: Politely and professionally ask _____________ - - ____________ questions that can give you the answers you need.

Skeptics: Suspicious. Look for some proof before opening up to you.
Withholders: Hold back telling you the information you need.
Glarer-Starers: Silently express their anger through fixed, hostile looks.

What To Do: Dragons who stop talking to you may distrust your ____________, feel ________________, hurt or angry at something you’ve done. Concentrate on winning back their _____________.

Grinners: Won’t voice objections and hide behind a grin when provoked.
Worriers: Afraid to speak up and unable to talk out their problems.
Tongue-Tieds: Inarticulate or shy. They can’t seem to verbalize their thoughts.

What To Do: Uncommunicative Dragons are usually too ____________, ____________, ____________ or ____________ to try to speak up. Give them a non-threatening position from which to _____________.

- Dragon Handling Advice & Warnings:

- When did I see this behavior?
Dealing With Complaining / Critical Dragons

Complaining: Expressing dissatisfaction or annoyance about a state of affairs or an event.
Critical: Expressing adverse or disapproving comments or judgments.

When Your Dragon Is A Fault–Finder . . .

- **Guilt Ladlers**: Manage to make you feel guilty, no matter the real reason.
- **Nit Pickers**: Petty bickerers who find fault with inconsequential matters.
- **Hanging Judges**: Blame you before gathering or hearing the facts.
- **Meat Grinders**: Overly candid. Their cutting criticism rips you to shreds.

**What To Do:** Don’t be a “______________ - - ______________.” Apologize for yourself and move quickly to ______________ the situation.

- **Squawkers**: Chronic gripers who grumble about everything – publicly and secretly.
- **Super-Sensitives**: Extremely touchy and take every comment as a personal affront.
- **Wise Crackers**: Toss flip, witty and sarcastic jokes about your flaws.
- **Wet Blankets**: Very negative, throwing cold water on every idea.

**What To Do:** Refuse to be pulled under by __________ mongers and __________ of doom and gloom. Remain friendly and foster a __________ spirit.

- **Blame Shifters**: Blame you or someone else for their own boneheaded blunders.
- **Whiners**: Crybabies who voice protracted protests over the unimportant.
- **Self Be-Raters**: Nag themselves and believe whatever went wrong was their fault.
- **Martyrs**: Complain how they’ve sacrificed when you never even asked for their help.

**What To Do:** Instigate ______________ conversations to uncover the source of frustration. Consider ______________ – ______________ – ______________.

- **Dragon Handling Advice & Warnings:**

- **When did I observe this behavior?**
10 Dragon Destroyers

1. Put _______________ in _______________ perspective.

2. How you react is your choice: _______________ or _______________.

3. Don’t expect Dragons to _______________.

4. Learn to _______________ as well as to _______________.

5. Give and request frequent _______________.

6. Look first at _______________ and _______________.

7. Deal _______________ and _______________ with Dragons.

8. _______________ for self-protection.


10. Live _______________.

Choices of words for filling the blanks:

- problems
- positive
- proper
- straightforward
- negative
- change
- graciously
- directly
- document
- policies
- respond
- procedures
- feedback
- listen
- unemotional
- discretely