

Dealing with Resistance, Difficult People & Limiting Beliefs

This content is based on principles of Philosophy, Psychology and Neuro Linguistic Programming (NLP)

Neuro Linguistic Programming

***Neuro:** refers to the mind and how we organize our mental life.*

***Linguistic:** is about language and how we use it and how it affects us.*

***Programming,** is about our sequences of repetitive behaviour and how we act with purpose*

Each of us define difficult people based on our own life experience



What type of people qualifies for your definition of Difficult People?

At times we need to work with difficult people to achieve a desire goal

However, with insight strategies we can explore the differences, the value, the other side, the possibilities

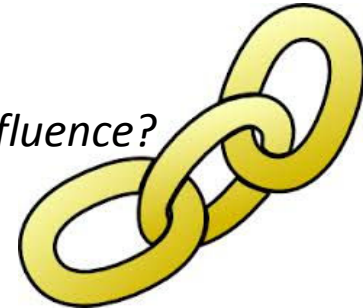
Pick Your Battles Wisely



Is the situation worth it?

- ✓ *Difficult people are everywhere*
- ✓ *Sometimes we become one*
- ✓ *Sometimes is not possible to put aside differences*

What is your circle of influence?



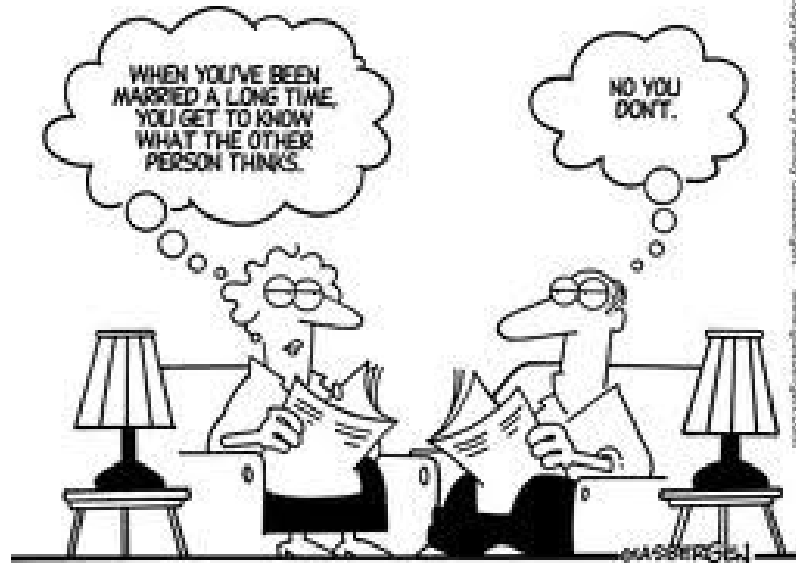
Are you negotiating a contract, your salary or just trying to pass a slow driver?

What can be learn from the other?

Your Assumptions Of Others

What is your EQ

EQ is the measurement of our ability or capacity to perceive, assess, and manage the emotions of one's self, and of others



How sensitive are you to other's behaviours, customs, actions, motivations?

The goal is to successfully deal with each person regardless of their traits

Pause & Breathe

The fight and flight response kicks in during difficult situations



Take toll of your own, recoup, balance to avoid speak from the adrenal response

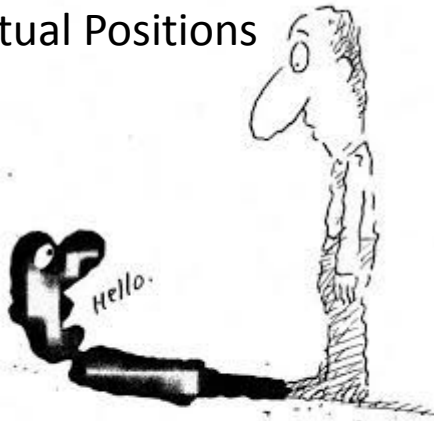
Deceit vs. Honesty

- *Honey catch more flies than vinegar*
- *Agree to disagree*
- *Look and act like you care, but don't do anything about it*

*keeping peaceful and non-combating has a calming effect on others.
Clear misunderstandings, use humour, develop the one-to-one relationships*

We Need to have Self-knowledge, Self-awareness

Perceptual Positions



First Position

*Act of looking, hearing, feeling, tasting,
and sensing using one's own
Insisting on one's own*

Third Position

*Meta position, the observer,
director of the relationship dance*

Second Position

*Through one's senses description of other's state,
perception, viewpoint
Taking the other's position to gather information*

Make it happen!

