

## 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.