Managing Negativism

DOD Mid-Atlantic Regional Council for Small Business Advocacy & Training

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Today’s Discussion Topics

• Interacting With Negative People
• Difficult People Categories
• Coaching Tips
Interactions – Human Relations

• Small Business Advocates interact with internal staff, customers, competitors and small businesses.
• Dealing with negativism is very challenging to our community of practice.
• Learn to recognize the different categories of “Difficult People”.
• Leverage coaching tips to cope with those individuals.
**Difficult People Categories**

- **Negative People**: Always see the downside. Their negativity can deflate everyone around them.

- **Drama Queens/Kings**: Behind the drama is a desperate cry for attention.

- **Narcissists**: Giant Egos, but very fragile, insecure personality.

- **Blamers and Finger-Pointers**: Never to blame for anything.

- **Overly Sensitive**: Emotionally fragile and always looking for reasons to feel hurt.
Coaching Tips for Managing Negativism

• **Conscience effort to focus on positive attributes** of every situation. Learn to compliment rather than criticize.

• **Avoid the gossip mongers** – rise above and focus on tasks at hand. Change the subject.

• **Soften communication** – written and verbal, be open to others suggestions and opinions.

• **Be complimentary** – find something that will allow some level of positive feedback.

• **Be well mannered**. Always use “please” and “thank you”.

• **Do not allow yourself to be drawn into drama**. Exit stage right.

• **Smile** – be cheerful