

Creating Relationships with **DIFFICULT** People

Handout

Quick Jot

CONFLICT

- 1.
- 2.
- 3.

What are two positive outcomes conflict can have?

1. _____
2. _____

The Collusion Diagram

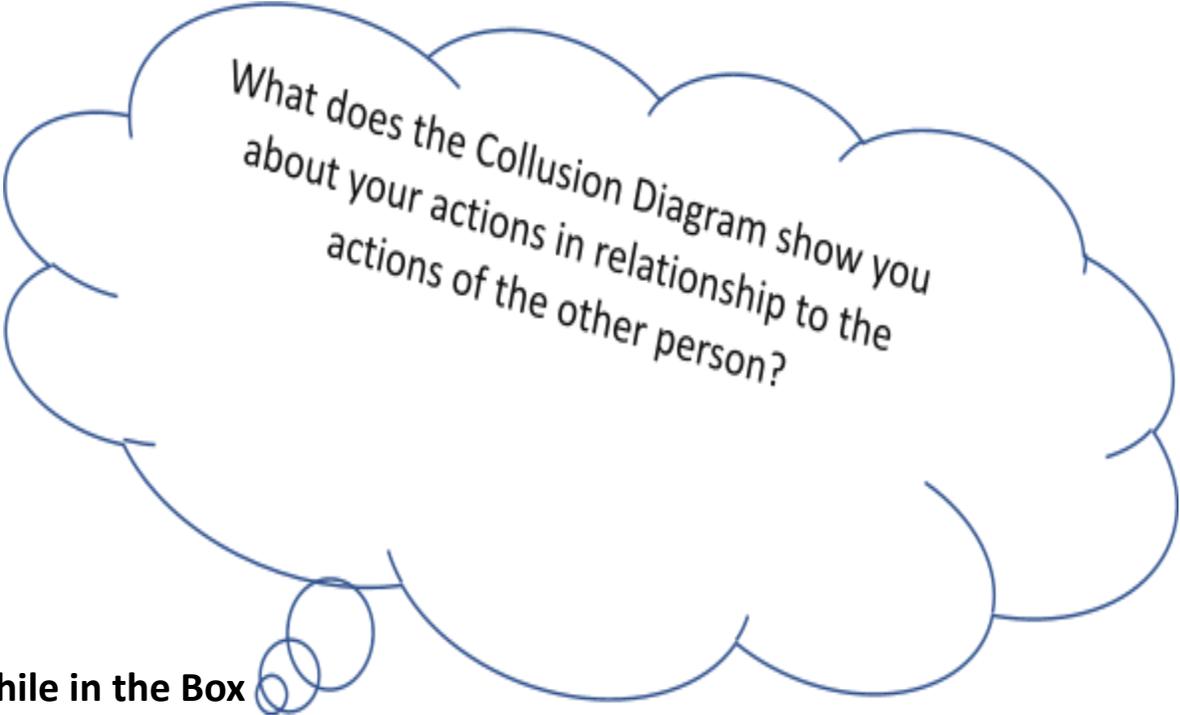
Your Name

Their Name

3. I Do	4. She/He Sees
2. I See	1. She/He Does

Institute

Discussion



Things That Don't Work While in the Box

Things That Don't Work While In the Box

1. Trying to change others	2. Doing my best to "cope" with others	3. Leaving
4. Communication	5. Implementing new skill techniques	6. Changing my behavior



Why?

Types of Boxes

The Better-Than Box	
View of Myself Superior Important Virtuous Right	View of Others Inferior Incapable Irrelevant False Wrong
Feelings Impatient Disdainful Indifferent	View of World Competitive Troubled Needs Me

The I-Deserve Box	
View of Myself Meritorious Mistreated Victim Unappreciated	View of Others Mistaken Mistreating Ungrateful
Feelings Entitled Deprived Resentful	View of World Unfair Unjust Owes Me

*A choice to betray myself
is a choice to go to war.*

The Must-Be-Seen-As Box	
View of Myself Need to be well- thought of Fake	View of Others Judgmental Threatening My audience
Feelings Anxious Afraid Needy Stressed Overwhelmed	View of World Dangerous Watching Judging me

The Worse-Than Box	
View of Myself Not as good Broken Deficient Fated	View of Others Advantaged Privileged Blessed
Feelings Helpless Jealous Bitter Depressed	View of World Hard Difficult Against me Ignoring me

Reflection Question

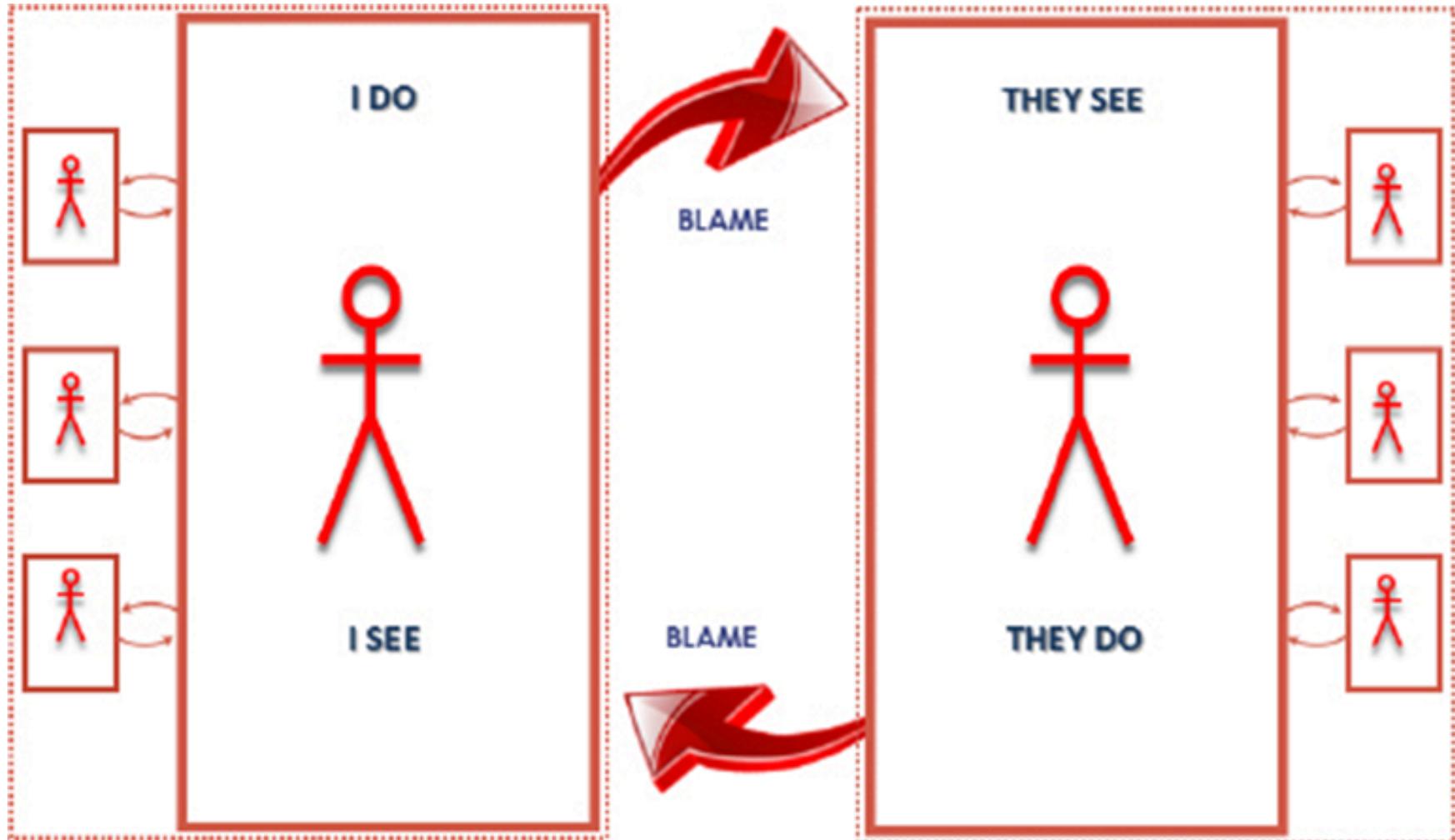


Based on the “types of boxes” what could be the underlying cause of the conflict/in the box mindset?

Which of the 4 types of boxes connects most with you as it relates to the person you chose? Why?

The Better-Than Box The I-Deserve Box The I Must-Be-Seen-As Box The Worse-Than Box

Impact of Conflict/Being in the Box



ARBINGER Pyramid of Influence™

