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

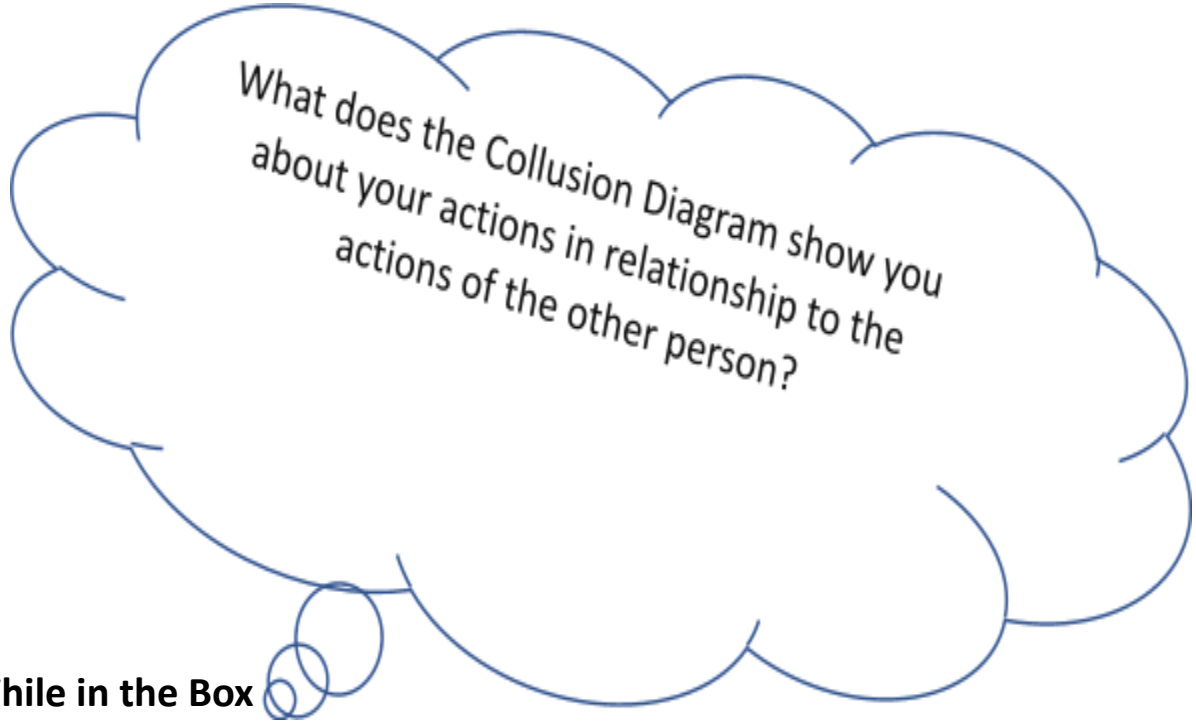
Your Name _____ Their Name _____

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

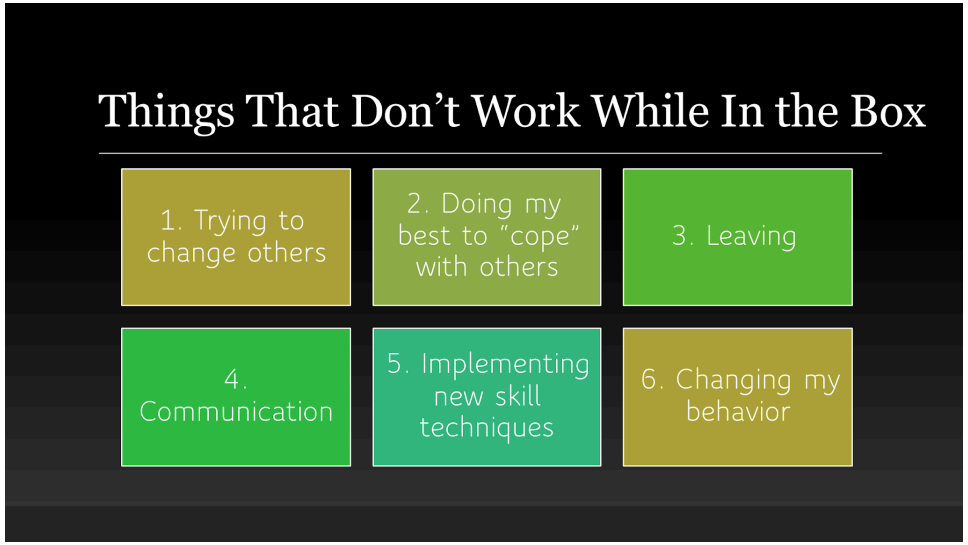
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Institute

Discussion



Things That Don't Work While in the Box





Why?

Types of Boxes

The Better-Than Box

View of Myself	View of Others
Superior Important Virtuous Right	Inferior Incapable Irrelevant False Wrong

Feelings	View of World
Impatient Disdainful Indifferent	Competitive Troubled Needs Me

The I-Deserve Box

View of Myself	View of Others
Meritorious Mistreated Victim Unappreciated	Mistaken Mistreating Ungrateful

Feelings	View of World
Entitled Deprived Resentful	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	View of Others
Need to be well-thought of Fake	Judgmental Threatening My audience

Feelings	View of World
Anxious Afraid Needy Stressed Overwhelmed	Dangerous Watching Judging me

The Worse-Than Box

View of Myself	View of Others
Not as good Broken Deficient Fated	Advantaged Privileged Blessed

Feelings	View of World
Helpless Jealous Bitter Depressed	Hard Difficult Against me Ignoring me

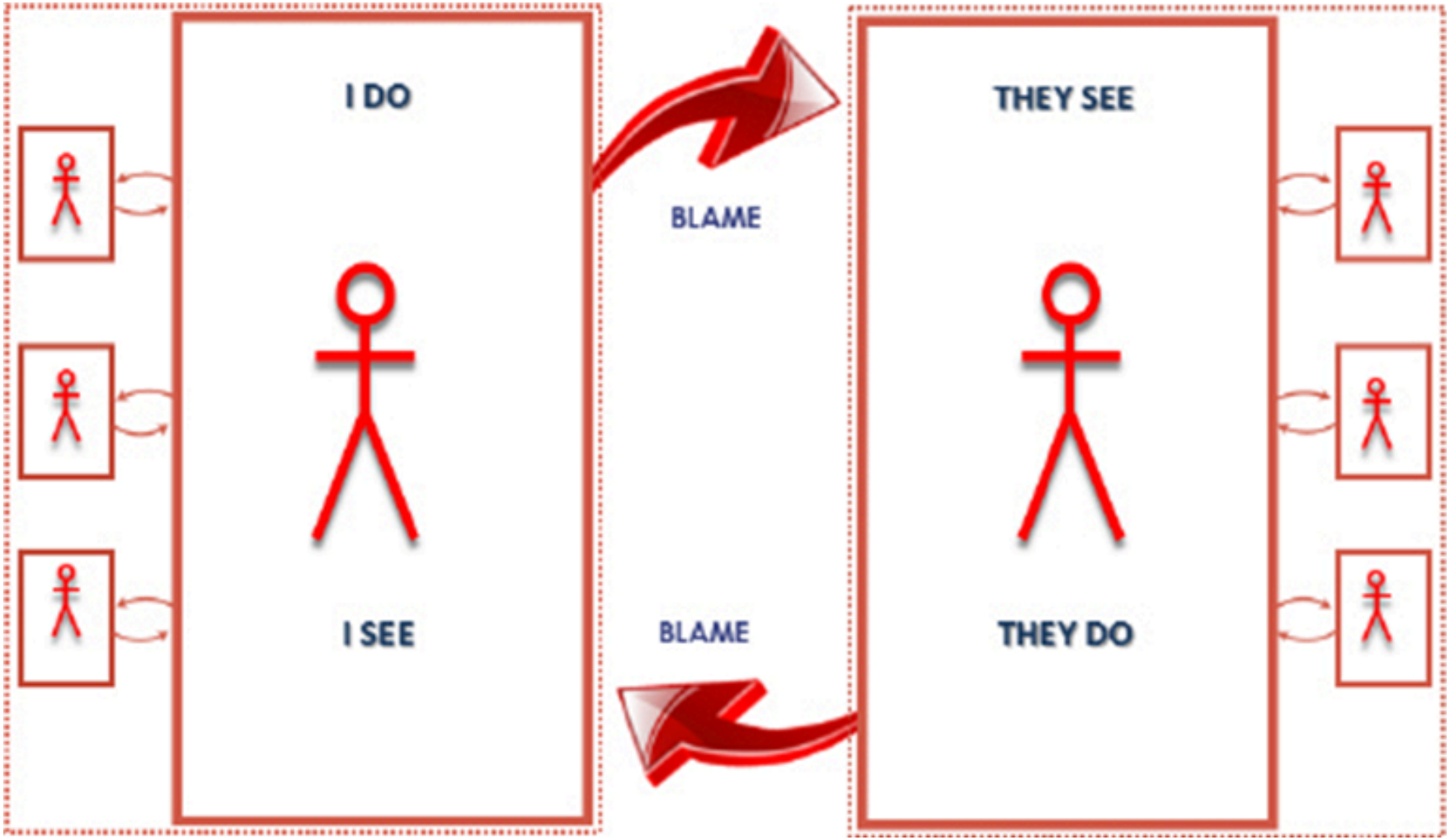
Reflection Question 

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?

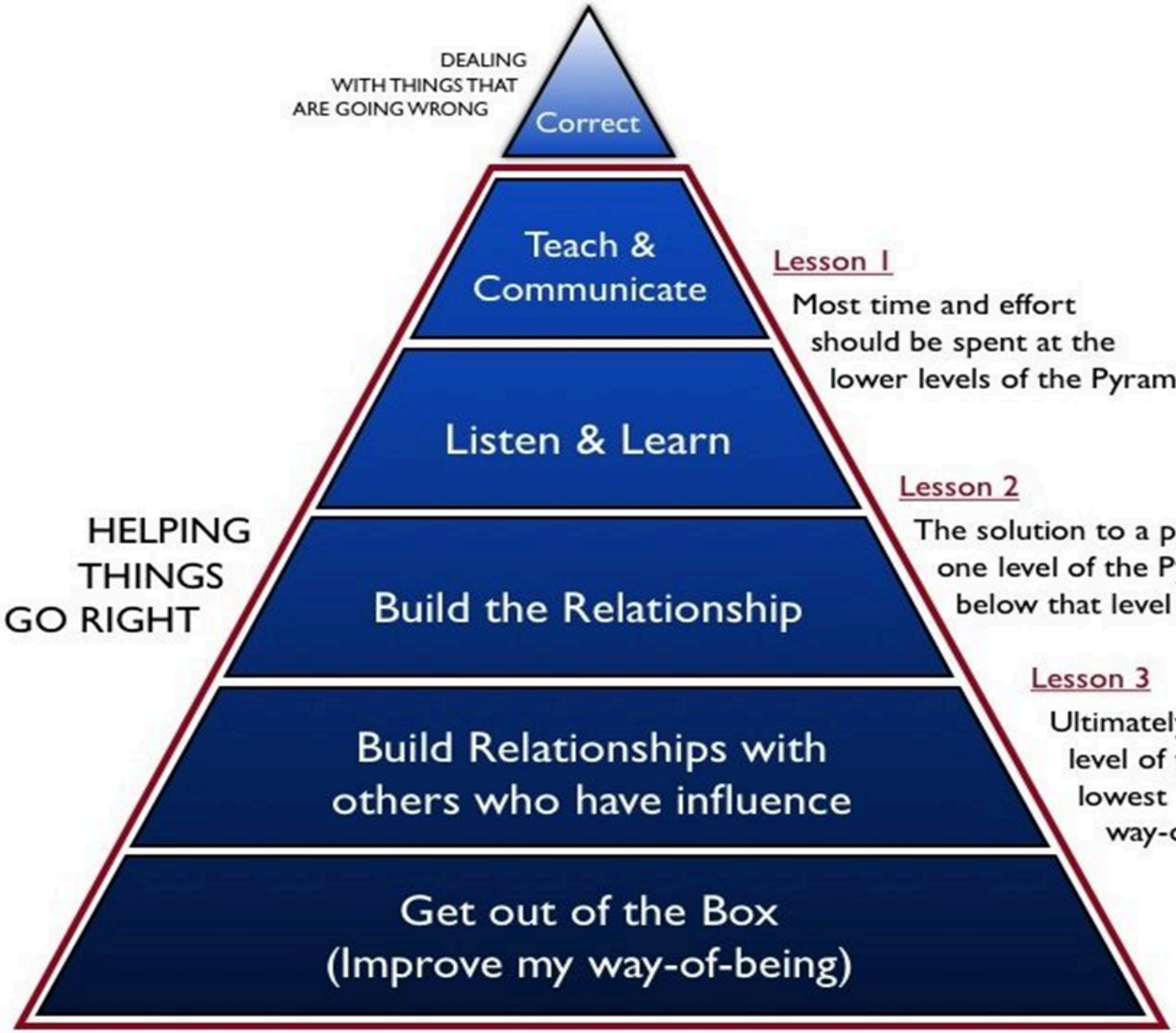
The Better-Than Box The I-Deserve Box The I Must-Be-Seen-As Box The Worse-Than Box

Impact of Conflict/Being in the Box



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ARBINGER Pyramid of Influence™



Lesson 1

Most time and effort should be spent at the lower levels of the Pyramid.

Lesson 2

The solution to a problem at one level of the Pyramid is always below that level of the Pyramid.

Lesson 3

Ultimately, my effectiveness at each level of the Pyramid depends on the lowest level of the Pyramid, my way-of-being.

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