

Managing Negativism

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

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Rockville, MD



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.

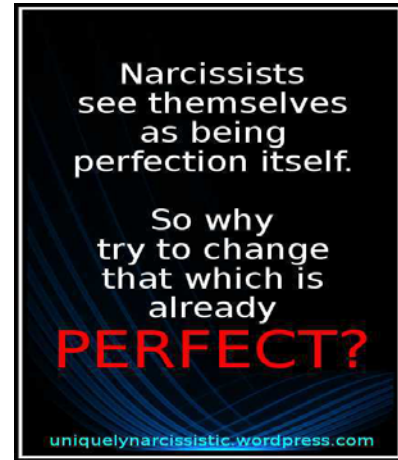
**Protect your spirit
from contamination.
Limit your time with
NEGATIVE PEOPLE.**
THEMA DAVIS
WWW.LIVELIFEHAPPY.COM





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.



yes, i am a highly sensitive person.
no, i am not overdramatic.



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

