



turning managers into leaders

Merge's Monthly Mega Minute – July 2004

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Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

Why difficult people are like sandpaper

You have no doubt have come across people in the workplace (and occasionally in your personal life) who are ... ummm ... shall we say ... "difficult to work with".

As an essential first step in dealing successfully with difficult people, you must change your perspective. You can no longer see these people as a hindrance; you have to see them as a help. That may sound counterintuitive, but it makes sense if you think of these people as if they were sandpaper. Like sandpaper, they're abrasive and rub you the wrong way. And as with sandpaper, the final finished product (you) has a smoother and more professional finish.

It is only as a result of your experiences with these difficult people that you are able to further develop and polish the skills to effectively deal with them. The more they chafe you, the better you become. If you keep this fundamental idea in mind, it forms a positive first step towards developing a better working relationship with the difficult people in your life. Remember this the next time you come face to face with one of these individuals. While it may not lessen the abrasiveness, it should dull the pain.