

Difficult Personalities

In the working environment we will come in contact with a variety of diverse people. Understanding how to cope with and handle challenging personalities is an essential tool for success.

Working in a group or individually review the table listed below identifying personality types described in the chapter. List the type of behaviours this person may display and brainstorm for strategies to help manage each behavior in order to eliminate the undesirable behavior while maintaining a positive working relationship.

Personality	Behaviours	Strategies
Bully		
Gossip		
Know it All		
Backstabber		
Blamer		
Other		