



How to Coach Difficult People in Six Steps

Kris V. Plachy

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Difficult people and their difficult behavior can create significant individual, team and organizational dysfunction. Despite the fact that there are thousands of employees working today that are considered to be 'difficult', we have done a very poor job of helping managers learn how to effectively coach their difficult behavior. Coaching the difficult person takes a unique, specific approach. Managers can confirm a person's willingness and ability to change, based on the six steps outlined in this brief, simple guide. How to Coach the Difficult Person in Six Steps is designed to be a desktop guide for managers in every organization. Dealing with difficult people is like playing whack-a-mole. Just when you think you've ridded yourself of one, another one pops up. Therefore, if you lead, manage and coach people, you don't want to miss out on the invaluable advice packed into this quick, brief guide!

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