

Working with Difficult People

September 5, 2020

Schweizer Kongress für Adlerianische Psychologie

Alfred Adler



In the words of Alfred Adler

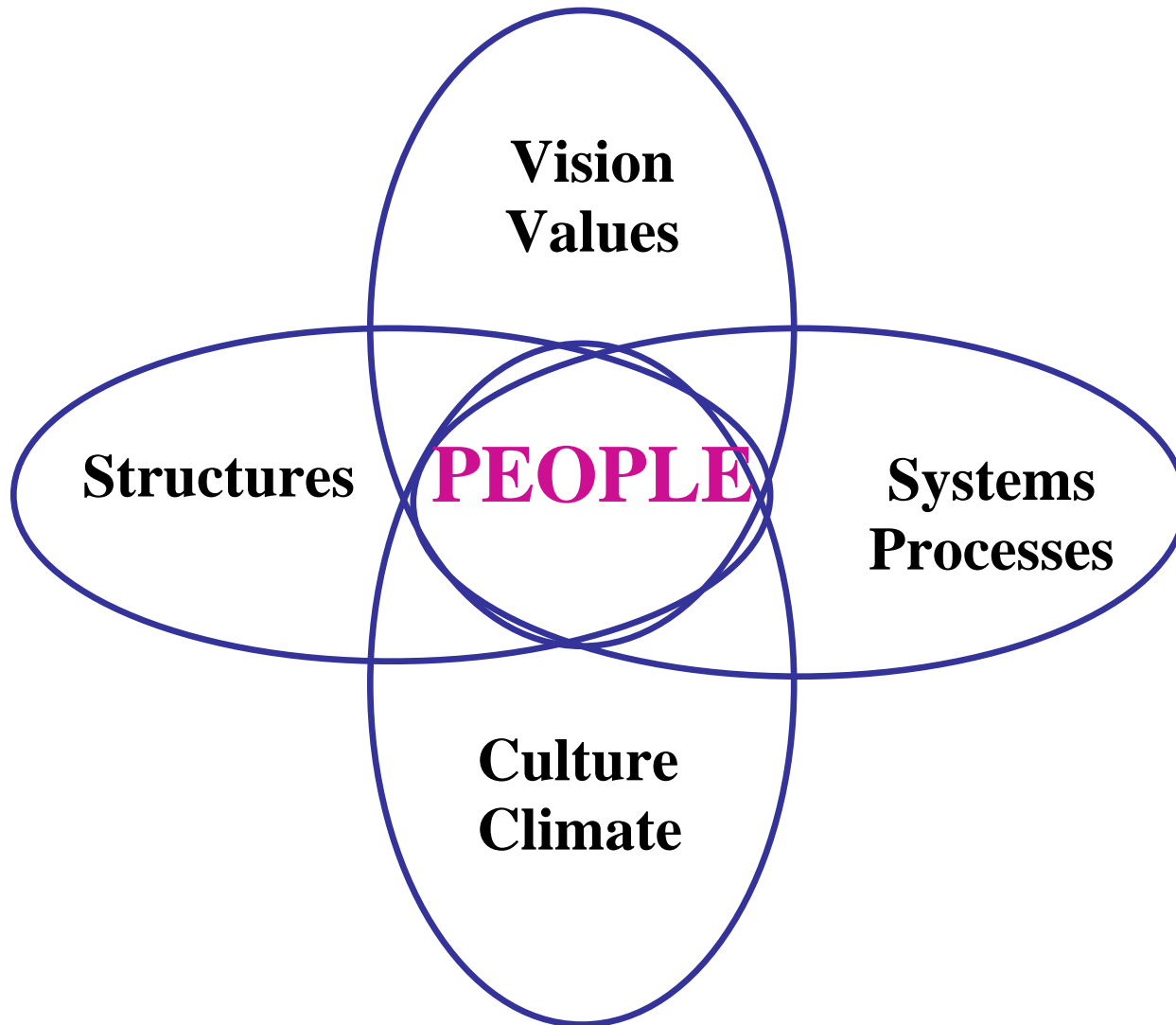
Life is movement.

We are the picture and the architect of our lives.

By changing our opinion of ourselves, we can also change ourselves.

Human beings live in the realm of meanings. We experience reality always through the meaning we give it; not in itself, but as something interpreted which enables us to meet reality in so far as it concerns mankind. (1932, pp. 3-4)

Leading Organizations



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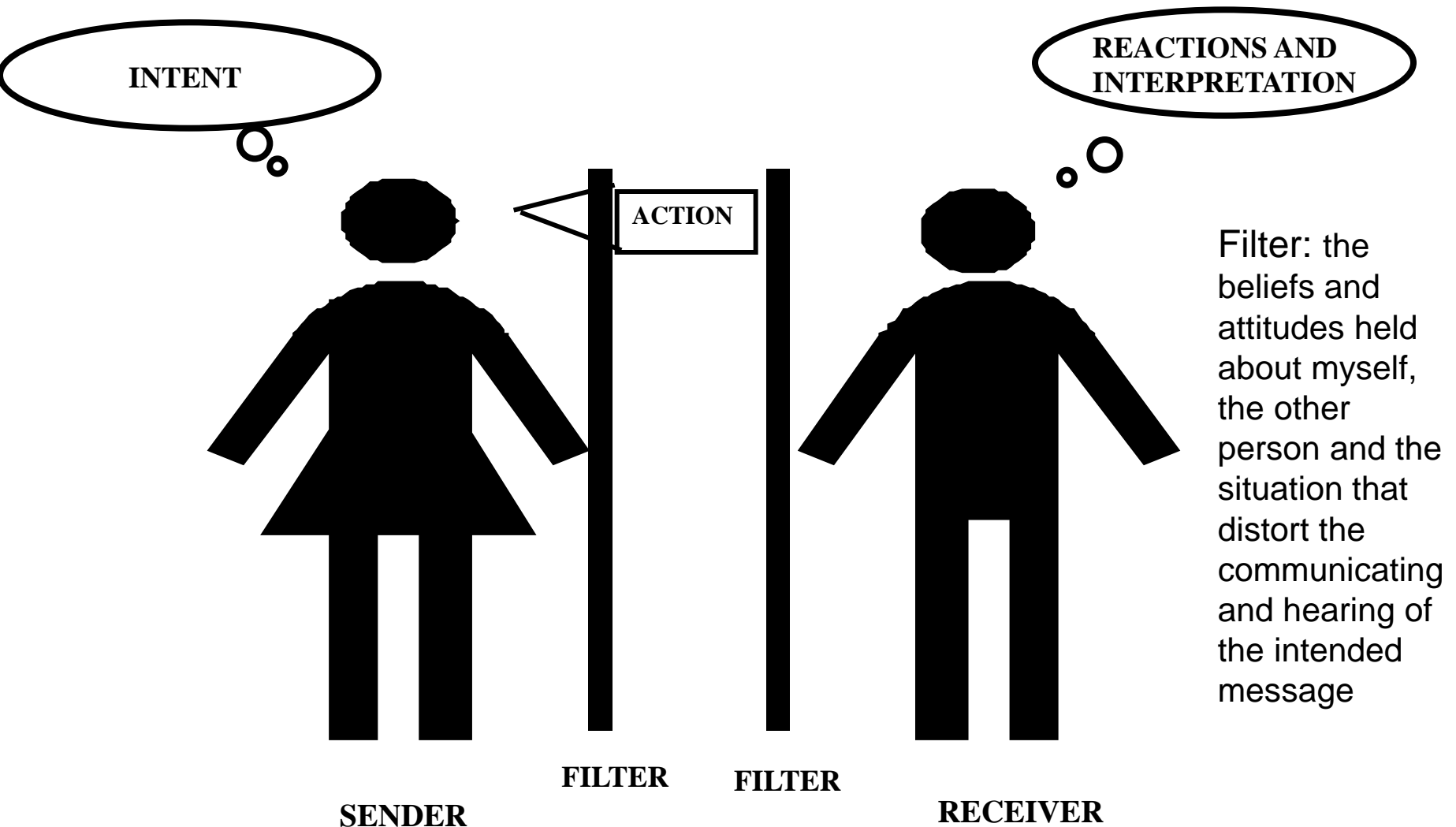


"They're special glasses that help you see yourself the way others see you!"

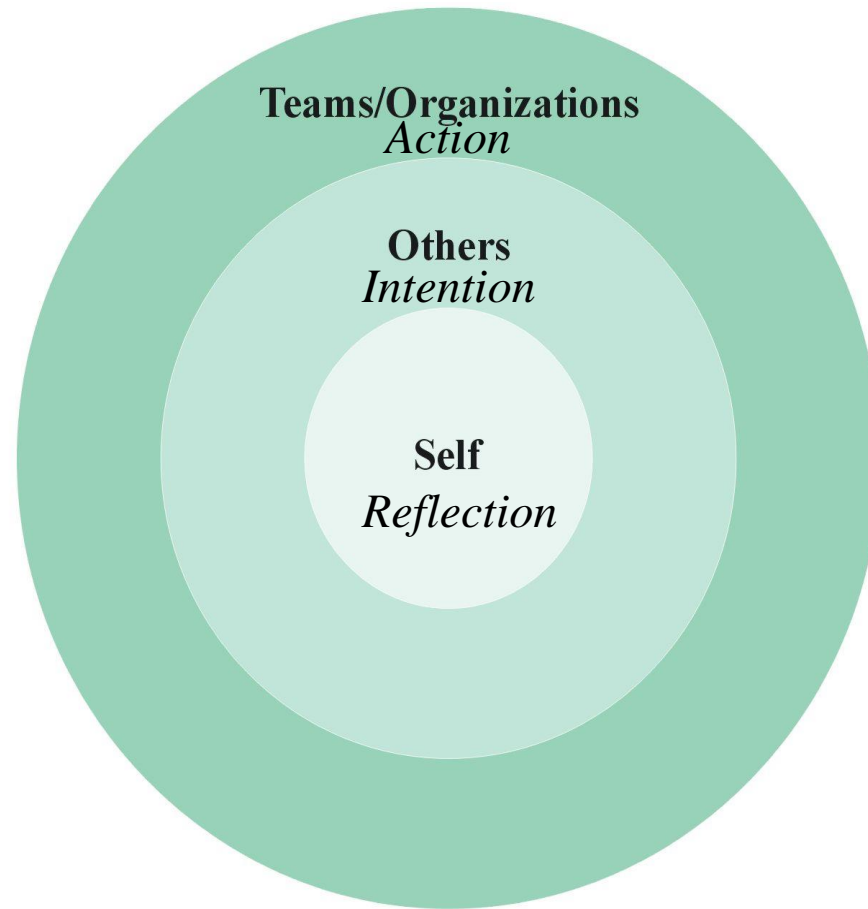
We communicate by our apparel,
movements, silences, postures, tones,
lightness or heaviness of words and our
bearing. Our presence is the medium
and the message.

- Marshall McLuhan

Model of Interpersonal Communication



Communication from the Inside Out



Differences in Verbal Patterns

Auditory

Visual

Kinesthetic

What is the problem?

Vs.

Who is the problem?

Proactive Language is characterized by statements such as:

- Let's look at our alternatives.
- I can choose a different approach.
- I control my own feelings.
- I can create an effective presentation.
- I will choose an appropriate response.
- I choose
- I prefer
- I will

Skills in Conflict Resolution

1. Deal with Present and Future.
2. Use “I” messages.
3. Do not establish rightness or wrongness.
4. Solve one issue at a time.
5. Do it now.
6. Say what you think and feel.

Skills in Conflict Resolution

7. Change habitual responses.
8. Allow time to change.
9. Accept responsibility.
10. Avoid negating non-verbal messages.
11. Be accurate, factual and related from your perceptions.
12. Listen and hear the beliefs and feeling behind the words.

Life

*For a long time it had seemed to me
that life was about to begin – real
life.*

*But there was always some obstacle
in the way,
something to be gotten through first,
some unfinished business,
time still to be served, or a debt to be
paid.*

Then life would begin.

*At last it dawned on me that these
obstacles were my life.*

Alfred D. Souza



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