

Interview Tip Sheet

2000 Edition



DEALING WITH PEOPLE YOU CAN'T STAND by Dr. Rick Brinkman and Dr. Rick Kirschner

Suggested Questions:

1. We all have to deal with difficult people. You say we should find a way to bring out the best in them. But our problem people are just that because they're impossible to deal with! Is it really realistic to think that we can ever learn to get along with them?
2. Put three people in a difficult situation, one starts yelling, the next freezes up, and the third lashes out at the nearest person. Why do people react so differently to stressful situations?
3. It's no news that there are some people who really get under our skins. But you say that most of us already have the skills we need for getting along with these people. If that's so, why is it that we have we never figured this out before, and how do we get ourselves to use these skills with our difficult people?
4. In your book, you have something called the Lens of Understanding, that explains the behavior of the Ten Most Unwanted. Could you describe a few of these characters, like the Tank, the Grenade and the Whiner, and make a few suggestions on how to deal with them?
5. Let's say that I've got a relative with a nasty habit of asking me to do something, and then complaining about me behind my back to other family members about how I'm doing it. Without making things worse for myself, is there a way that I can let relative know that this bothers me?
6. A friend of mine has a brother who constantly makes promises and then doesn't follow through. He tells me that when those promises aren't kept, he's left taking the rap other family members who don't know what happened! How should my friend deal with his brother's promises in the future if he knows they're not reliable?
7. Once we learn how to deal with people we can't stand, there is one more difficult person left - ourself. How can I tell when my sweet lovable self is being the person that others just can't stand?