

# Balinda Strosnider

- Honeywell 34 years
  - Sr. Data Management Manager
  - Data Science Engagement Leader
  - (PM / Used Car Salesman for Data Science)
- PMP 15 years
- CPBT





#### Shameless Plug

@FunkyTheOwl is now on Instagram!

Please follow for fun owl pics & facts

(plus we are in a competition with a poodle and ferret for the most followers)

# Bird Training & Difficult People

- Presented at IAATE professional conference on changing cultures
  - Similar to bird training terminology
- Difficult people
  - EXACT SAME terminology

 Makes sense...dealing with people...people are animals, and animals can be trained.



#### **Training Terminology**

- WIIFM
- Trust Account
- Labelling
- ABC
  - Antecedent / Behavior / Consequence

Human ABC: A=Hold my Beer B=stupid behavior C=consequence that causes us to never do that again

### Difficult People

- Create unnecessary complexity, strife, and stress
- Not enjoyable to be around or work with
- Defy logic
- Inevitable
  - Like death and taxes

Study of One



#### What we learned

- WIIFM
- Build the Trust Account
- Don't resist resistance
- Celebrate approximations

# WIIFM

- WIIFT
- Lessons in stakeholder management from Mr. Rogers
- Understand their personality traits

Understand all of the stake(holder)s in the game



#### Build the trust account

- Understand personality traits
- Mind how you come across
- Always assume best intentions

Building the Human Trust Account is far more difficult than building the animal Trust Account

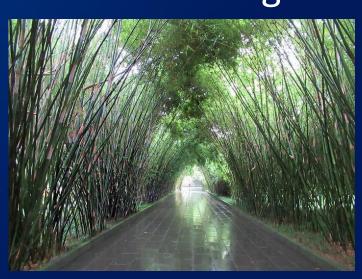


#### Communication mechanism

Resistance to change is simply an emotional and behavioral response by potentially affected people to actual or imagined threats to an established work routine. (Brown, n.d.)

- Dealing with resistance while keeping the trust account high
  - Breathe (incompatible behavior)
  - Pretend the anger does not exist
  - Be the Bamboo

(Your) Resistance is Futile





#### Celebrate Approximations

- Per the Agile PMBOK Guide
  - Celebrate team successes...
  - Create upward spirals of appreciation and good will for increased collaboration.

Party all the time!



#### Example – The Bully

- Bully Resistance
  - confrontational
  - low emotional maturity
  - myopic and dismissive



#### Example – The Bully

- WIIFM
  - The WIN
- Build Trust
  - Strong first impression
    - Maintain emotional maturity
  - Be seen as a winner
  - Self-confidence
  - Produce data (assignment)



#### Example – The Ghost

- Ghost Resistance
  - lack of involvement
  - ambivalent to status
  - difficult to get ahold of



#### Example – The Ghost

- WIIFM
  - Success with minimal investment
- Build Trust
  - Find their Guardrails
    - Respect the guardrails
  - Concise but regular updates



#### Example – The Micromanager

- Micromanager Resistance
  - Requests project statuses often and adhoc
  - Provides updates on teams' tasks
  - Goes directly to team members for status updates.



#### Example – The Micromanager

- WIIFM
  - Want to be seen as the "expert"
  - Fear loss of control
  - Fear that work will reflect poorly
- Build Trust
  - Provide concise, regular and actionable status updates

## Summary

- Dealing with Difficult People
  - WIIFT
  - Build Trust
  - Resistance is Communication
  - -A/B/C
    - You have control over A & C (and your behavior)

#### Quotes

I am thankful for the difficult people in my life. They have shown me exactly who I don't want to be. ~ Anon

If you want plenty of experience in dealing with difficult people, then have kids. ~ Bo Bennett





#### References

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