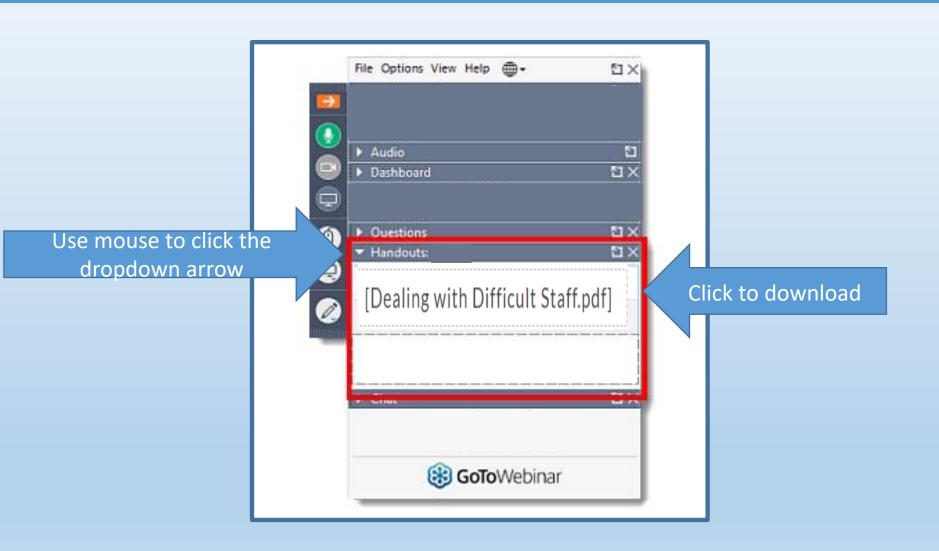
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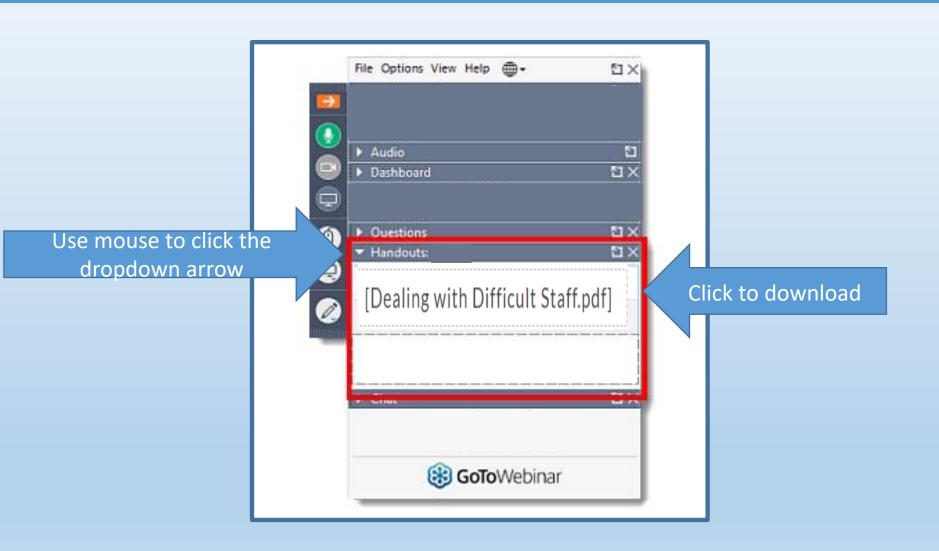
Dealing with Difficult Situations Virtually During COVID-19

WELCOME!





Download Your Handout



Handout

DEALING WITH DIFFICULT STAFF







DON'T PANIC!

AS LONG AS PEOPLE ARE PEOPLE, THEY'LL NEVER BE PERFECT. THERE MIGHT BE SOME NEGATIVE PART OF AN EMPLOYEE'S BEHAVIOUR OR PERFORMANCE YOU HAVE TO DEAL WITH. IT MIGHT SEEM OVERWHELMING. JUST TAKE IT STEP BY STEP, AND YOU'LL BE FINE.

THE STAIRWAY OF DEALING WITH DIFFICULT STAFF



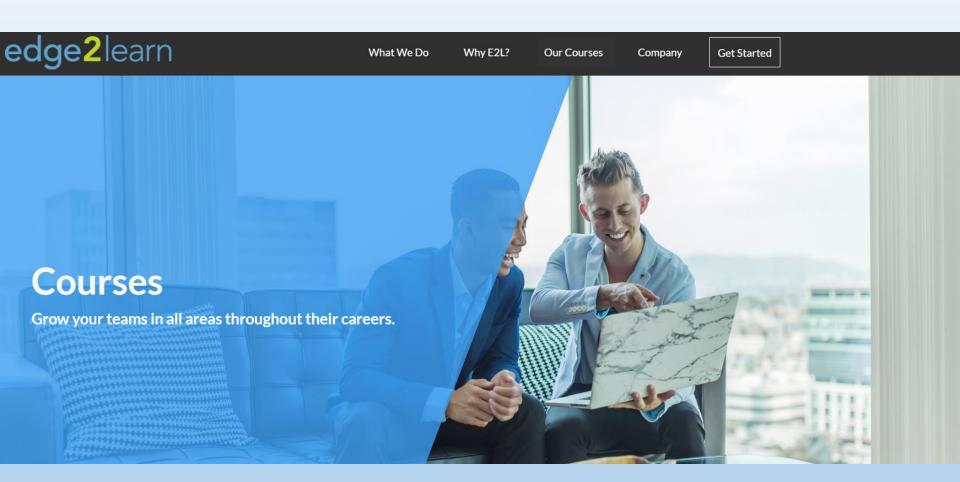
THINK ABOUT WHAT'S MADE YOU LABEL THIS STAFF MEMBER "DIFFICULT."

IS IT POOR PERFORMANCE AT WORK, OR THEIR BEHAVIOUR? DO YOU HAVE ANY STATS OR DATA TO BACK THIS UP? TALK TO ANYONE INVOLVED. OBSERVE THE EMPLOYEE IN DIFFERENT SITUATIONS, SEEING WHAT CAUSES THERE MAY BE.





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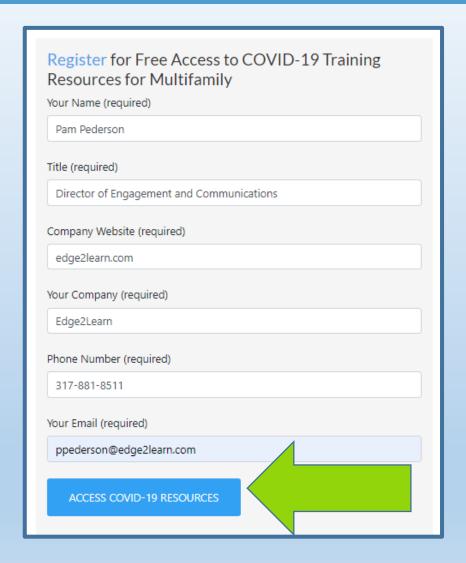




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COVID-19 Resource Center 0 М edge2learn 0 Working From Home Leadership LEADERSHIP Other Resources MOTIVATIONAL A Partner You Can Trust! Outside Resources: Learning from Others! NAA CDC ellis edge2learn



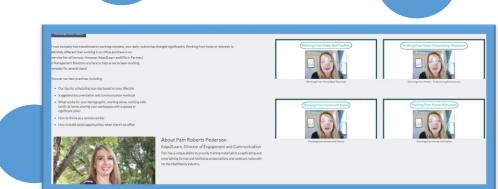
Helping your Teams Through the Tough Times













Thank you for joining us today!

Want to learn more?



Pam Roberts Pederson Director of Engagement and Communications Edge2Learn ppederson@edge2learn.com | (317) 881-8511









Today's Presentation!



Meet Your Speaker

Pam Roberts Pederson



- Director of Employee Engagement and Communications at Edge2Learn.
- 34+ years in the Multifamily Industry
- She started her career with the U.S Department of Housing and Urban Development in Indianapolis.
- Proudly volunteers for the Indiana Apartment Association and was Volunteer of the Year in 2011.
- Pam served in the United States Navy

Dealing with Difficult Situations During COVID-19

Effective Communication
How Difficult Situations Arise (in person and virtually)

Proactive versus Reactive



Effective Communication



What Can We Do During This Time of Change?



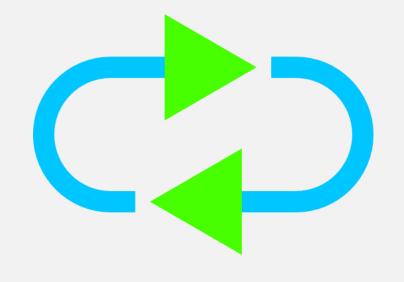
What Can We Do During This Time of Change?





How Difficult Situations Arise

Personalities **Temperaments** Challenges Successes Celebrations **Emotions**



How Difficult Situations Arise



Difficult situations often arise as a result of an event

How Difficult Situations Arise

It is usually a conflict that arises as a result of the situation



Perspectives



The Key To Handling Difficult Situations Grace | Professionalism | Empathy



Everyone Can Be Difficult







When a person is upset and appears difficult, it is often a natural reaction to be on the defensive and take the undesirable behavior personally.

Change Your Perspective



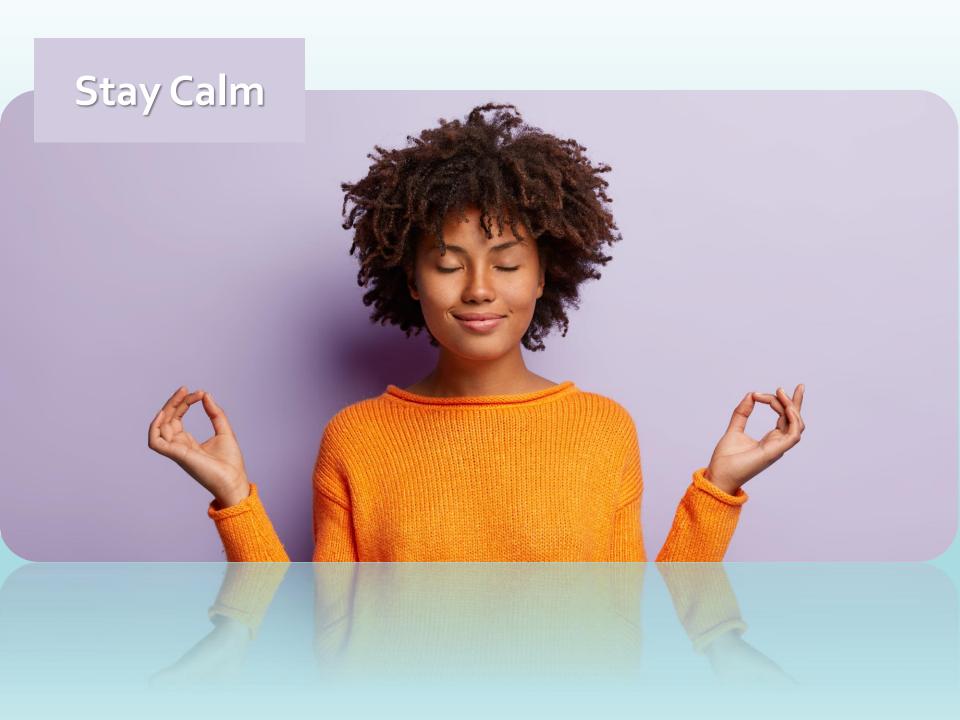
Change Your Perspective

Focus On The Intention

Stay Calm

Be Respectful

Focus On the Intention





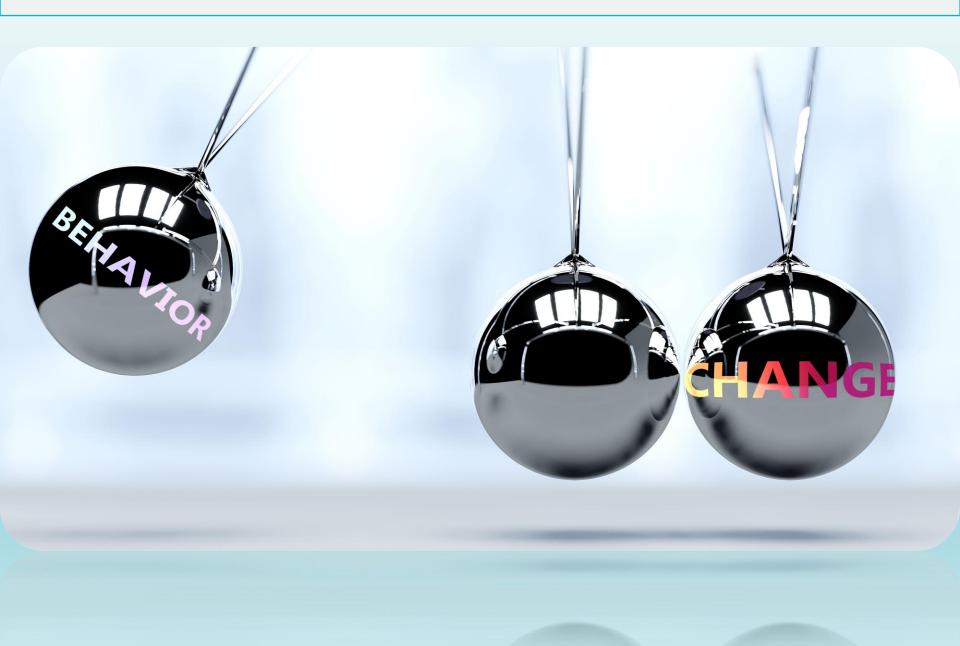
What are your TRIGGERS?



What To Do Once You've Been Triggered



How Our Behaviors May Contribute



Resolving Difficult Situations

Don't Take It Personally

Find The Root Cause

Apologize For Their Hardship

Empathize

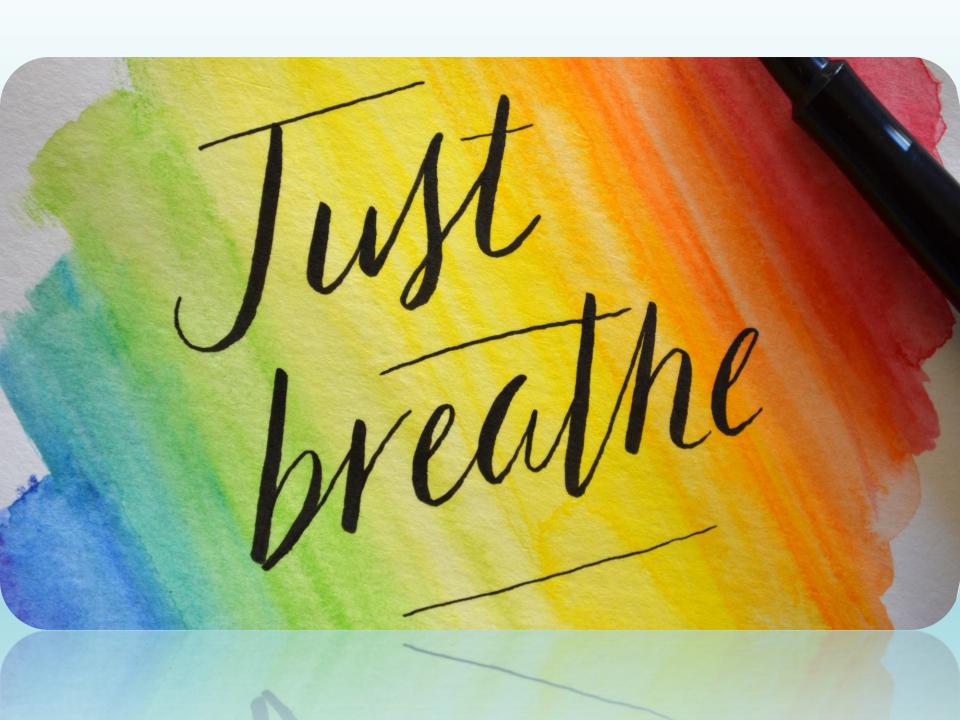
Listen
Empathize
Acknowledge
Restate
Needs



Resolving Difficult Situations

Always
Follow Up.

Don't Hold A Grudge Develop The Relationship



Our Next Edge2Learn Webinar!

Follow Up Strategies For Virtual Leasing

May 7, 2020 1:00pm - 1:30 pm CST Register on edge2learn.com

Rommel Anacan





Questions?

From All of us at Edge2Learn

