

# Working With “Difficult” People:

## Stingrays, Sharks, Electric Eels and More

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### ABSTRACT

Drawing primarily upon the author’s experience as well as on the research of various management gurus and human resources experts, this article describes various types of “difficult” people and provides practical advice on how to work effectively with them. Readers will be offered tools to identify the reasons and motivations behind the “difficult” behavior of others, maintain a professional demeanor and remain focused on common goals in the face of conflict, avoid conceding on important issues for the sake of “harmony”, and employ proven tactics to diffuse tense encounters in the workplace.