

# Communication Summary of "Handling Difficult People at Work"

**DIFFICULT**  
*how to deal with*  
**PEOPLE**



# **Respect other person**

**No resistant people, only  
inflexible communicators**

**Pay attention to behaviour  
not the people, people are not  
their behaviour**

**There are no unresourceful  
people, only unresourceful  
states**

**Every behaviour  
has positive intent**

**Communication  
is the response you get**

# **The Map is not a Territory**



# Summary

1. Respect other person
2. No resistant people, only inflexible communicators
3. Pay attention to behaviour  
not the people, people are not their behaviour
4. There are no unresourceful people, only  
unresourceful states
5. Every behaviour  
has positive intent
6. Communication  
is the response you get
7. The Map is not a Territory

# Thanks !

**All resources from  
Presuppositions of NLP  
communication model**

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