

How to Handle Difficult Conversations with a person who is Emotional & Over-reactive



With every personality type, you have to take the good with the bad. The Emotional-Over-reactive person has a lot of positive qualities. Let's go over some of these in detail so we are sure you're dealing with this personality type. The Emotional person is usually people-oriented and outgoing. When they're happy – they're very happy. As a matter of fact, they tend to wear their heart on their sleeves. This is how you know your dealing with a High Emotional type...because you will know every emotion they are feeling. You can see it on their face.

Here are some characteristics of a highly Emotional person:

- Optimistic
- Talkative
- Confident
- Persuasive
- Unrealistic
- Often running late
- Lacks attention to detail
- Sense of humor, fun

Research shows that **32% of the population is Emotional**. Of course there are some types of professions (sales) and business areas (HR, management) where the percentage may be higher. Regardless, this means that *68% of the population is non-Emotional* and may have challenges communicating with this personality type.

Let's look at some of those challenges. Because High Emotional people...well...emote, you usually know what they are thinking and how they feel about you. It is hard for them to hide what they feel. This can be a good thing...until they are unhappy. Then you will hear about it and have to deal with it.

Dealing with emotions is very difficult for non-emotional types. They usually want to apply logic to the situation. ****WARNING**** - it is safe to say that you should never try to deal with emotion in a logical manner. It usually just infuriates the already emotional person.

It also doesn't do any good to jump into problem solving mode. Although this is where many people feel they can help the situation, the emotional person just isn't ready yet. So what can you do?

Specific Tips for Communicating with the Emotional Person

- **Listen.** As simple as this sounds, it isn't easy. But sometimes all the Emotional person needs to do when they're upset is vent and feel like they've been heard.
- **Don't become dogmatic or patronizing.** The Emotional person prefers a democratic relationship to help them solve problems. Be their friend, not their parent. (Unless you are their parent – then you'd better be one!)
- **Empathize.** If you can relate to their situation, say so. This will help them feel that they are not alone in the world.
- **Ask them what they want you to do.** Putting them back into problem-solving mode may help them readjust their thinking. If they can't come up with anything, then you know your job is to just listen.

Here ye, here ye. From this day forward the DFTC Wizard declares that you shall alter your communication with a High Emotional person in the following manner. . .

Don't push them to talk when they are emotional.

Give them time to calm down.

Don't legislate or dictate what you think they should do.

Plan interaction that supports their dreams and intentions.

Don't be curt, cold or tight-lipped.

Allow time for relating and socializing.

Don't drive to facts, figures and alternatives.

Talk about people and their goals.

Don't leave assignments open-ended.

Agree upon specific deadlines.

Don't leave decisions up in the air.

Focus on people and action items. Put details in writing.

Don't be impersonal or task-oriented.

Ask for their opinion.

Don't waste time in "dreaming."

Provide ideas for implementing action.

Don't cut the meeting short or be too business-like.

Use enough time to be stimulating, fun, fast moving.

Don't talk down to them.

Provide testimonials from people they see as important or prominent.

Don't take too much time. Get to action items.

Offer special, immediate and extra incentives for their willingness to take risks.

General Tips for Communicating More Effectively with All Types of People

- With any interaction, the only person you can control is yourself. So there is no sense in wasting energy on trying to change the other person (as nice as that would be). Therefore, you must take 100% responsibility when communicating with others. It is your reaction to them and the conversation that will determine the outcome – far more than the conversation itself.
- Assume the best. Orient yourself to this person's good qualities. C'mon – you can find something if you look hard enough. Remember that everyone has some good qualities. Find something you like and respect about this person. Approach your next conversation with these qualities in mind.

APPROVAL APPROVAL APPROVAL

#1 Mistake Most People Make When Communicating with a Highly Emotional Person

Probably the worst thing to do with an Emotional person is to address their behavior in public or worse, in front of a group. They are very sensitive to criticism – want to look good – so to be reprimanded in front of others is humiliating for them.

Whenever you have to address their behavior, do it in private. If they start to get emotional in a group, permit them to excuse themselves so they can regain their composure.

BE SUPPORTIVE AND LISTEN!

Action Plan

Now that you have learned more about the Emotional behavioral style, take a moment and think of some people you know who may fit this description (customers, employees, work associates, family, friends or even casual acquaintances). Then, fill out the table below.

Name of Person	My challenges communicating with him/her	Possible tips for communicating more effectively

- The very next interaction you have planned with a Highly Emotional (email, phone, in-person) be friendly, ask how they are doing and really listen!

This report contained just one way to use DISC in your organization – understanding and dealing with others more effectively. Listen to the ways my clients have used the DISC process...

For hiring and selection...

We have been enjoying the DISC consultation for a long time and have had very accurate results. One in particular - the analysis showed that this one candidate had the potential to become very frustrated and would ultimately voluntarily terminate employment. We thought we could manage through the situation, however, we could not and the employee quit due to the stress around the job.

~ David J. Cecere, CPCU, Executive Vice President,
Tompkins Insurance Agencies, Inc., Batavia, NY

For supervisor and manager promotions...

We did indeed offer the supervisor position to the employee we assessed last month and she is doing a great job. She's also much happier in this new position...it's a much better fit for her. Not only has she commented on this, but many other co-workers have even passed along great compliments. So...you could say it's going very well! We really appreciate your insight and help in making this decision. Thanks again for your help.

~ Andrea L. Holland, Former Operations Manager, ExecuScribe, Inc., Rochester, NY

For leadership development...

These DISC assessments have been invaluable in assessing and addressing the specific behaviors of our key management team. This process has provided opportunities for professional growth as well as personal growth for our leadership team.

~ Terry Knapp, HR Director, Ultrafab Inc., Farmington, NY

For sales team development...

What a tool! I was amazed at the accuracy of the DISC assessment. It nailed the behaviors of a sales team member on the head!! Using the DISC assessment will definitely give you an idea of the type of behaviors you may be employing (or are thinking of employing). Certification made sense for us!

~ Alice Curry, HR Manager, Hammer Packaging

This isn't hocus pocus! DISC assessments have become recognized as a proven, powerful tool for many top organizations to solve many of their human resource challenges.

Now is the time to join our "secret society" so you can become ...a behavioral wizard yourself!

<http://www.discwizardonline.com/disc certification.html>

The DISC Wizard

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