



Five Steps to Prepare for and Handle Difficult Situations

Based on "[How to Handle Difficult Situations](https://tipsforsuccess.org/difficult-situations)" <https://tipsforsuccess.org/difficult-situations>

1. **Decide.** Check These Boxes When Done.
 - a. Make a decision that YOU WILL face the person or situation directly and by yourself.
 - b. Imagine yourself conquering this challenge, once and for all.
 - c. Ensure you are 100% behind this decision and confident you will do whatever it takes to make it go right.

2. **Plan.** Write down your answers to these questions.
 - a. What is the specific situation or problem you need to handle?

 - b. What is your goal for this situation? If everything goes well, what will be the end result?

 - c. How will you reach this goal? What are the main steps? This is your strategy.
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

d. When will you start and finish your strategy?

Start Date/Time:

Completion Date/Time:

e. List the facts, reasons, and explanations that support your strategy.

1.

2.

3.

4.

5.

f. What challenges or barriers might you face while handling the situation? What are the worst things that might happen?

1.

2.

3.

4.

5.

g. How will you handle each of these?

1.

2.

3.

4.

5.

h. What steps can you take, in advance, to prepare for each of these?

1.

2.

3.

4.

5.

3. **Prepare.**

a. Schedule a date, time and place to start your handle. Arrange to do the handling where you will not be distracted or disturbed, preferably in a space you control.

Date/Time:

Location:

b. Complete your preparation steps so you are ready to go do it. Check each box when done.

c. Write down your plan. List the steps you will be taking during the situation handle or meeting.

d. Make copies of all additional material you might need.

e. Prepare everything else, such as sleep, food, clothing, transportation, etc.

4. **Do It!** Handle the situation.
 - a. Face the situation or look at the person directly in the eye.
 - b. Focus on your goal and strategy.
 - c. Follow your plan. Go through the steps you need to take to handle the situation.
 - d. Observe what happens with the situation. If handling a difficult person, listen carefully to the person and make certain they feel understood.
 - e. Hold your position. Use your facts, reasons, and explanations to get through the handle.
 - f. Handle all challenges and barriers if and when they show up to stop you.
 - g. If you get stuck or fail, take notes so you can get better prepared for next time.

5. **Persist to the End.**
 - a. If you do not handle the situation at first, or if it repeats, persist!
 - b. Review and repeat these steps to permanently handle the difficult situation or person. Each time you try will make you smarter and the situation easier to handle.
 - c. Be tough and get the job done. Persist as long as necessary to reach your goal for the situation.