

# Difficult Behavior/Situation Worksheet

## **Does the interaction result from difficult behavior?**

How does your perception of the situation differ from the other person's?

How might the other person's motivations differ from yours?

What do you find difficult about the other person's work or communication style?

What do you conclude about the source of the difficulty?

## **Does the interaction result from a difficult situation?**

Describe the issues, positions, and interests that make for the difficult situation.

How do your goals and objectives differ from the other person's?

What do you conclude about the source of the difficulty?