15 Tips For Getting Difficult People On Board With Your Project

These fifteen tips are split into three parts - how to build rapport, how to identify objectives and how find progress with difficult people. We assume that you are making a proposal of some kind of change and the difficult person is resisting.

# How to build rapport

1. Listen. You have two ears and one mouth. Use your tools in that proportion!

2. Look for things in common.

3. Ask good questions and be ready to share information about yourself.

4. Help them when they need it and show you’re on the same side.

 5. Don’t say anything rude, disrespectful, offensive, speculative, careless or too personal.

6. This should come naturally but….remember their name!

# How to identify objectives

7. Based on goals. Goals are the long term result of a project. Objectives are the steps towards the goals.

8. Decisions from above. Objectives may be passed on to you from senior management, so cooperate and explore where your action plans overlap.

9. Practical limitations: You can also build rapport over challenges! Budgets, timelines, human resources, skill shortages and deadlines must all be considered.

# How to progress with difficult people

10. Empathize. Why are they being difficult? Keep probing. The answer is probably nothing to do with your proposal.

11. Ask them to give your proposal “a small trial” too see what happens after 2 weeks.

12. Get them to come up with the proposal. Make them think it is their idea. To do this. Ask them why they like the current process. Let them talk at length. Keep asking Why? What? Where? How etc. Then ask “How would you fix this problem if you had a magic wand?” And see where their answers overlap with yours. That is where you start to progress.

13. Steer clear of blame.

14. Share. Make your problem their problem and your victory their victory.