



Dealing with Challenging People

Challenging people are in every single workplace and they are in every single athletic venue. They come in every variety that you can imagine. From disgruntled coaches and angry wrestlers to uniformed fans and single-vision family members. How difficult a person is for you to deal with depends a lot on such factors as your self-esteem, your self-confidence, and your professional courage.

Interacting with difficult people is easier when the person is just generally obnoxious or when their behavior affects more than one person. Generally, that behavior is making others present uncomfortable and they may seek to get relief from the disturbing behavior by informing management before that negative person's actions spirals out of control.

Dealing with difficult people is much harder if the individual is publicly undermining your professional credibility or attacking you personally like a bully.

If the persons actions are generally obnoxious or specifically targeting you, you need to resolve the situation without appearing to be rude, arrogant or unprofessional. Below are a few tried and true steps to help have a successful resolution to the situation:

- **Act professionally** -The first, most important, thing for you is to remain professional at all times. Ask yourself how you would want to be treated if you believed yourself to be the aggrieved party.
- **Avoid pre-judgment** – We all, if we are honest form some prejudgments immediately. Do not let prejudgments get in the way of stabling the real

issues at hand.

- **Aim for win-win** – While this is not always possible, you should try to find solutions that do not result in a feeling from one party that they have lost, while another has won. This might require some careful negotiation around what would constitute a good outcome for all those involved.
- **No one sizes fits all** – Each situation is different. While there might be some common ground, remember there is unlikely to be a one size fits all approach to difficult situations. Adapt your approach depending on the situation.

Tip for the Week

Handling difficult situations is just part of being a wrestling official. Focus on developing your competence by thoroughly knowing understanding and fairly applying the rules. Never embarrass a coach, wrestler or spectator with demonstrative verbalizations, signals or gesture when they get out of line. Talk do not yell through scenarios.

“...any act or action which is intended or designed to embarrass, ridicule, or demean others under any circumstances...” is disapproved of and must be penalized. Rule 5.26

Rules Review: May an injured wrestler take medication during an injury time-out in order to continue?

Ruling: Yes, it is permissible for a wrestler to take medication during the time-out.