

Make the Most of a Difficult Situation: Solutions to Get You Through

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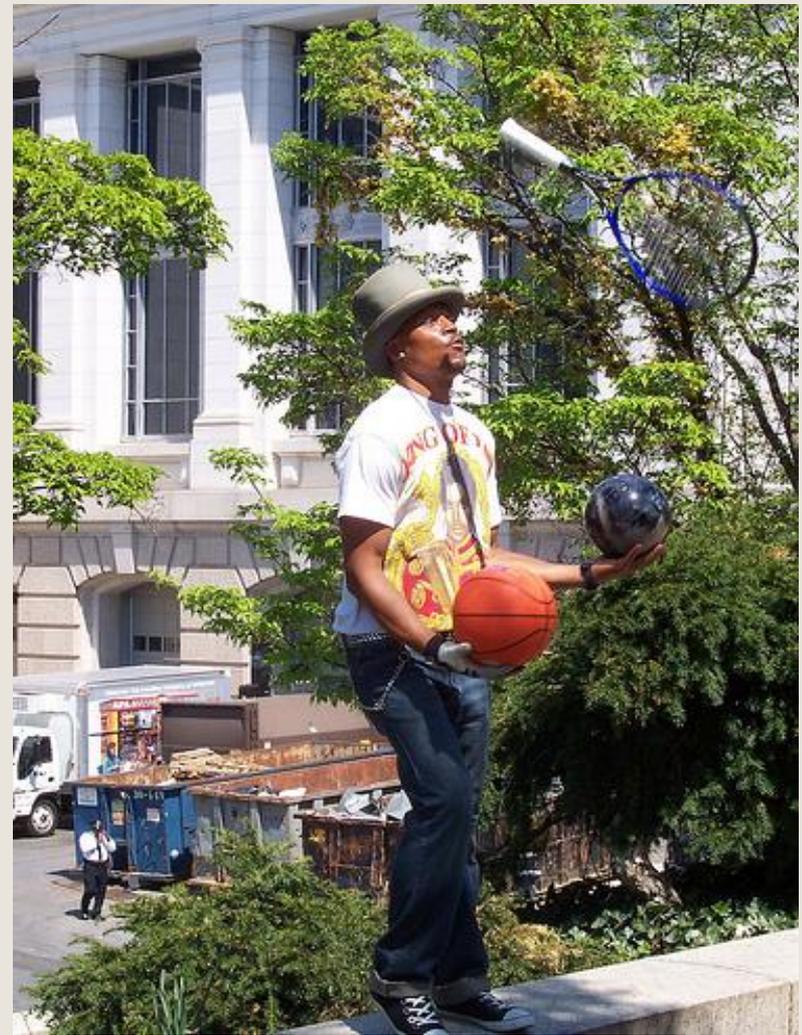
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WHO IS JILL?



- Author, speaker, consultant, academic, director...who faces a myriad of difficult situations each day.
- Co-author of *The Information and Knowledge Professional's Career Handbook: Define and Create Your Success*





**NO ONE IS
IMMUNE
FROM
DIFFICULT
SITUATIONS**

WHAT IS A DIFFICULT SITUATION?

- **A situation:**
 - that you do not like
 - that you do not know how to handle
 - where you don't think you have any options
 - that is a surprise
- **For example:**
 - New technology implementations
 - Organizational downsizing
 - Interpersonal conflicts



TIPS FOR HANDLING A DIFFICULT SITUATION (1/2)

- **Learn about the situation, what has created it, and brainstorm possible solutions.**
 - **Don't make assumptions.**
- **Assess the external environment and its impact on the situation and/or possible solutions.**
- **Brainstorm. (What would _____ do?)**
- **Pull together as a team.**
- **Build support / Find a mentor.**

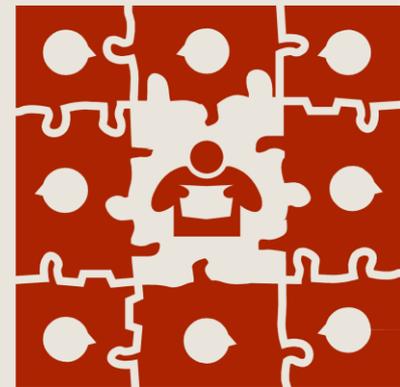
TIPS FOR HANDLING A DIFFICULT SITUATION (2/2)

- Learn how to listen to what **is said** and **not said**.
- **Talk one-on-one** with the person causing you angst.
- If is harassment, **involve human resources**.
- If you need to leave the environment, **have a strategy**.
- **Remember the positives**.
- **Trust your gut**.



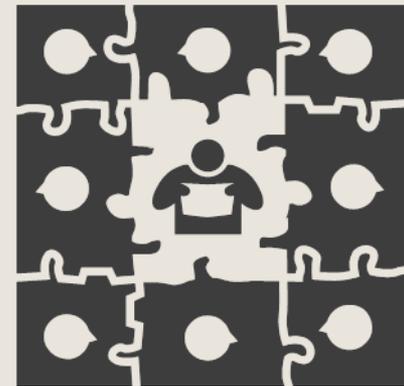
DIFFICULT SITUATION #1

- Your organization does not budget for professional development, yet you are expected to stay up-to-date on the latest activities in the industry.
- How would you broach this subject with management?



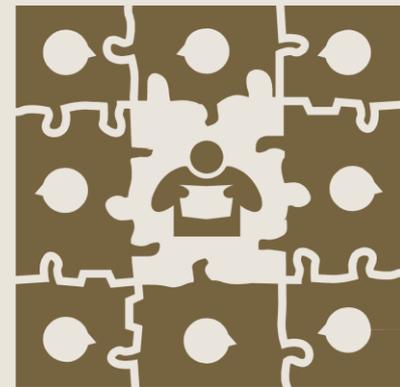
DIFFICULT SITUATION #2

- You haven't been able to hire new staff in three years, yet you are asked to continue to implement new services.
- What information would you include in a conversation with your boss on this?



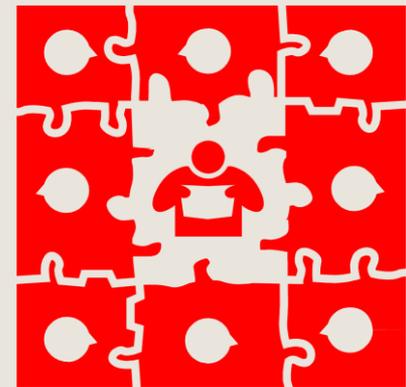
DIFFICULT SITUATION #3

- Your organization has decided to support employees, who work in 12 different time zones.
- How would you handle this with your boss and your staff?



DIFFICULT SITUATION #4

- You're getting a promotion, but the timing isn't clear. You're getting two different official stories and neither makes sense.
- How would you handle this?



YOUR SITUATIONS?

