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

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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
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.
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.
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?
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?