

Here are some scenarios. First, is this a difficult person, or a person with difficulties?
How would you handle these situations?

1. A parent comes into your office unannounced. She is yelling at you about how you are always picking on her daughter. How do you handle this?
2. The pastor calls you. He wants to change the religion textbook series. You and your faculty spent weeks examining different series and decided on one, which you have already ordered. How will you handle this?
3. One of your teachers is clearly upset because a student has verbally abused her. She wants you to do something. What is it?
4. A teacher tells you that one of her students is harassing another. She hasn't really seen it herself, but the student being harassed has complained that no one is doing anything about it. How will you handle this?
5. For the fourth time this month, Mr. C has approached you in the parking lot to complain that his son's teacher will not allow him to make his Confirmation because he missed 8 classes and didn't do his service project. He says that you can't deny him a sacrament and he's going to the Bishop. What do you do?

What is an actual scenario with which you are dealing now? How will you deal with it?
What is really going on? Do you feel that the difficulty is with you or with the other person(s)?