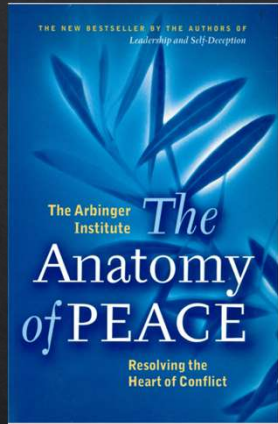




# Alternatives when dealing with Difficult Taxpayers

Different exigencies call for  
innovative tactics



## Existential Encouragement



Box Metaphor



Misconceptions, Horribilizations, Mischaracterizations



AVOID THE TRAPS (i.e. avoid a heart ready for war) - Maintain a peaceful heart!

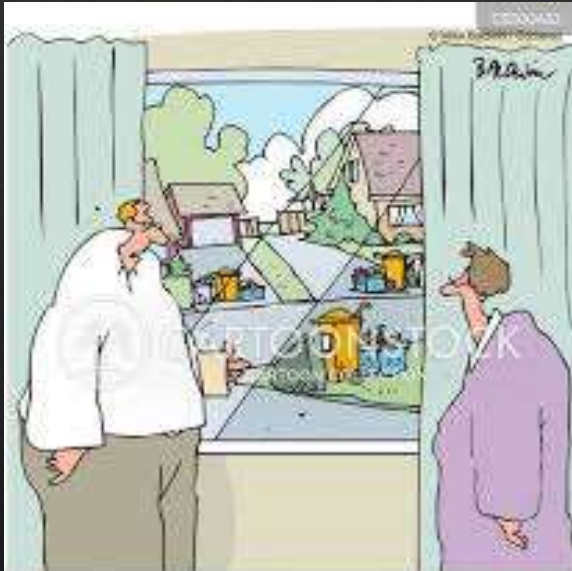


Listen and Curate – Take Time  
Build a Relationship



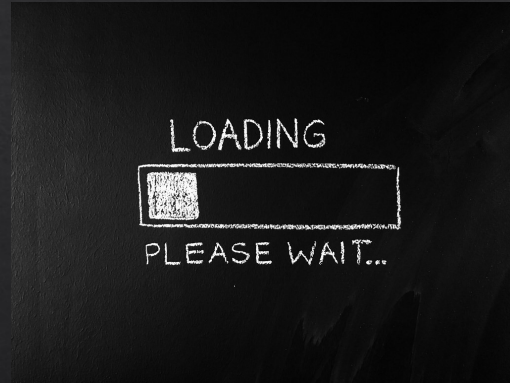
Strategies to "Get out of the Box" involve-

1. Identifying what boxes one is in.
2. Consider how the Box is constructed
3. Reconstruct/Reimagine with an Exit
4. Find your happy place



"For the taxes we pay, you'd think our trash could get picked up on time - and by limousine."

Context -- Educate -



Encourage Action

THE PEACEMAKING PYRAMID



“If we are poor learners, our teaching will be ineffective.”

“Failure at one level of the pyramid always undermines success at each of the levels above it.” (P.207)

# Box 1 to avoid

## THE BETTER-THAN BOX

<b>View of Myself</b> Superior Important Virtuous/Right	<b>View of Others</b> Inferior Incapable/Irrelevant False/Wrong
<b>Feelings</b> Impatient Disdainful Indifferent	<b>View of World</b> Competitive Troubled Needs me



## Box 2 to Avoid

### THE MUST-BE-SEEN-AS BOX

<b>View of Myself</b> Need to be well thought of Fake	<b>View of Others</b> Judgmental Threatening My audience
<b>Feelings</b> Anxious/Afraid Needy/Stressed Overwhelmed	<b>View of World</b> Dangerous Watching Judging me

## Box 3 to Avoid

### THE WORSE-THAN BOX

<b>View of Myself</b> Not as good Broken/Deficient Fated	<b>View of Others</b> Advantaged Privileged Blessed
<b>Feelings</b> Helpless Jealous/Bitter Depressed	<b>View of World</b> Hard/Difficult Against me Ignoring me

## Box 4 to Avoid

THE I-DESERVE BOX

<b>View of Myself</b> Meritorious Mistreated/Victim Unappreciated	<b>View of Others</b> Mistaken Mistreating Ungrateful
<b>Feelings</b> Entitled Deprived Resentful	<b>View of World</b> Unfair Unjust Owes me

## Alternatives when Dealing with Difficult Taxpayers

### KEY CONCEPTS TO TAKE AWAY

- The Relationship of Assessor to Taxpayer is Malleable – Try to bob and weave
  - Maintain a peaceful heart – Avoid traps/Boxes
  - Direct the misdirected correctly – Avoid the Run-Around