



## 9 tips to dealing with difficult people:

1. **Be calm.**

Losing your cool and becoming angry at the other person usually isn't the best way to get him/her to work with you. Unless you know that anger will get him/her to do what is needed, it is better to remain calm.

Someone who is calm is seen as being in control and respected. Would you prefer to work with someone who is mostly calm or someone who is always mad? When the person you are dealing with sees that you are calm, you will start getting their attention.

2. **Understand the person's goals.**

People usually are not difficult for the sake of being difficult. There is always some unknown reason that is pushing them to act this way. Try to find out the person's reason: What is making him/her act in this manner? How can you help fix the problem?

3. **Seek the advice of someone you respect.**

Usually, someone else has had the same problem. They will be able to see things from a different view and offer a different outlook on the matter. Ask them, share your story and listen to what they have to say. You might very well find some good advice.

4. **Let the person know how you are feeling.**

Letting the person know how you are feeling helps them understand the full background of what is happening from your point of view. This will allow the person to ask questions and get a better understanding.

5. **Build a relationship.**

We are all very busy people. We have to remember as people we needed each other. Ask the person how they are feeling today. Smile occasionally. Know that it is ok to have small talk about the weather, for example.



OVERCOMING BARRIERS TO BUILD A COMMUNITY OF TOGETHERNESS!

6. **Treat the person with respect.**

No one likes to be treated mean or as if he/she is stupid. When we treat people that way, we should not be surprised if they treat us the same way. As the golden rule says, "Do unto others as you would have them do unto you."

7. **Focus on what can be changed (be positive).**

Sometimes, people do things and we end up paying the price for it. We have to be the bigger person and move on this is not always easy but is sometimes best. Use your good judgment and address matters you know can be changed and try not to focus on the past.

8. **Ignore.**

If you have already tried everything above and the person is still not being open, the best way might be to just ignore negativity, as long as you are not receiving poor care. Of course, this doesn't work when the person plays a big role in how your treatment goes- which leads to the last tip.

9. **Tell someone in a higher position and get help.**

When all else has been tried, tell the Charge Nurse, Social Worker, or Clinic Manager. Remember to first try to work with the person first, this way a possible good relationship can be built. But sometimes, the only way to get someone to address the problem is to get their boss involved.

