



THE ART INSTRUCTION

Dealing with Difficult People

How to Deal with Difficult People:

- **Choose your response wisely.** Professional and emotional responses sometimes can be a complicated mix.
- **Pause for a moment.** Take a deep breath before responding to collect your thoughts and calm your emotions.
- **State your needs clearly with assertive, not aggressive, communication.** Don't give the person the opportunity to manipulate you or twist your words.
- **Continue being polite.** Be the mirrored expectation of what you hope to see in the difficult person you are dealing with.
- **Stick to the facts.** Keep a short clear narrative that is not bogged down with too much detail or emotion.
- **Minimize your interactions.** Although hopefully, you can deal with your problem person, if not, limit your time in direct conversation.
- **Use your team and get help.** If you are not making headway with someone and need to do so, speak with a potential mediator.
- **Increase your frustration tolerance.** The other person's behavior is beyond your control, but you get to decide how you will react and whether to engage them. One way to do this is by increasing your frustration tolerance, which involves challenging irrational beliefs that may lead you to become stressed, angry, or lose your cool.
- **Be aware of your perceptions of others.** Instead of judging others' behaviors immediately, practice empathy by stepping back and reflecting on how you would feel in his or her place. If you are sensitive to personality differences, you will be better able to handle diverse conflicts