



4 Ways to Deal With Difficult People

1. Stay Calm

When dealing with a difficult person this can be hard to do. However, to avoid escalating the problem you need to keep your composure and maintain self-control. Taking a few deep breaths before responding may help you deliver your message in a neutral tone. If they see you getting angry, it will only increase their anger. Don't fuel the fire.

2. "Consider the Source"

Are they getting a rise out of you because that is how they get their enjoyment? Don't feed into it. If you are engaging with a person who is always close-minded or argumentative, don't waste your breath. Consider who is saying these things and decide if their opinion matters to you. If it doesn't, don't waste your time with them. These types of people aren't open to hearing your side or being open to learning why you feel differently than they do. These people will always think they are right and you are wrong. Your time is precious and they don't deserve it.

3. Pick Your Battles

Ask yourself if this problem is worth fighting over. Is this a minor issue that has been blown out of proportion? Is this a minor issue but your anger is fueled by this person's constant minor issues and you've had enough? Is this a temporary issue and will resolve itself when the issue is over? For example, is the secretary at your office rude but she is only temporary help? The problem will go away when she goes away. Is this something that has been ongoing and needs to be addressed? If so, it may be worth "going to battle" to preserve your rights. Determine how important it is for you to engage in conflict over an issue.

4. Know Your Rights

Identify whether or not this person is engaging in bullying behavior. No one should have to be subjected to being yelled at or humiliated in front of others. Inform the person that you are interested in what they have to say and that you will continue the conversation when they are able to do so in a respectable tone. You have the right to walk away from a hostile situation. Set boundaries and enforce them. Don't allow anyone to take away your power by making you feel inferior. They are the problem, not you.

