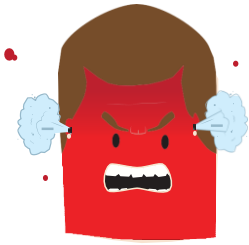


Dealing with Difficult People



When someone is upset with you, it is easy to make the situation worse. The solution is to respond calmly and to **stay in control**.



Don't let your instinctive **FIGHT, FLIGHT or FREEZE** response get the better of you. **Breathe deeply** and stay relaxed.

BE PROFESSIONAL AT ALL TIMES.

Find out why he or she is upset.

Ask questions.

Use non-threatening body language.

Provide information about policies and the reason they exist.



Be empathetic.

Listen carefully.

Avoid judgement.

Be Consistent.

Managing Your Response - Safely

1 Demonstrate Empathy

4 Observe Body Language

7 Avoid Overreacting

2 Simplify Messages

5 Permit Venting

8 Don't Touch

3 Respect Personal Space

6 Enforce Reasonable Limits

9 Ignore Challenges to Authority

REMEMBER: Stay Safe. If you feel threatened, leave the area and if necessary, call for help.

