



Dealing With Difficult Behavior

Here are some options to deal with difficult behavior. Choose option(s) that are most suited to your situation.

1. Leave the situation.
2. Ignore the behavior.
3. Focus on the person's good behavior and let it go. Say to yourself, "Tomorrow will be a better day".
4. Confront the behavior assertively.
"When you give me the silent treatment, our problems don't get solved".
"I don't appreciate name calling".
"Please stop slamming doors".
5. Ask for a change in behavior or for the behavior to stop.
"I want to listen to your concerns, but I need you to stop yelling".
"Please stop snapping your gum".
"If you have a problem with me, please talk to my face, not behind my back".
6. De-escalate angry outbursts by remaining calm and listen carefully. Listen for what may be the real cause of the person's anger by:
Showing empathy: "I can see how upsetting this is for you". "That must have been difficult for you". Asking open-ended questions: "What can I do to help resolve this issue?" "How can I make this right?" or "How can I help?"
7. Try to identify a time or pattern to the behavior. You can then be more cautious in approaching the person during those times.
8. Don't purposely do things that escalate defensive behaviors in others.
Examples include: pointing, yelling, teasing, bullying, or annoying.
9. If the person's behavior affects your ability to do your job, speak with your supervisor.
10. Remember – you are not perfect. There are times where you may act in a way that is difficult for others to deal with.