

DEALING WITH DIFFICULT PEOPLE!

Types / Situations:

Relationships

Know it All

Bossy

Aggressive

Passive-
Aggressive

Inattentive

Complainer

Condescending

Attitude

Health Care

Intimidating

Avoider

Procrastinator

Dishonest

Manipulative

Controlling

Dr.'s Offices

Crowds

Stores

DMV

Authority

Phrases to use:

"I'm concerned..."

"I don't know if you're' aware..."

"Is there a reason..."

Don't say "NO"! (See show 3.17)

"Help me understand..."

"I'm not able to..."

"...right now."

Phrases to AVOID!

"YOU..."

"You NEED to..."

"I don't care."

"You make me feel..."

"How could you..."

"I told you ..."