



Dealing With Difficult People & Situations!



TYPES OF PEOPLE

Know it all's
Passive aggressive
Withdraws
Buttons Pushers
Got to have last word
Always right
In your face
Dismissive
Demanding
Narcissistic

TYPES OF SITUATIONS

Health
Pain
ADL's
Dance Invitation
Stacked Deck

WHAT TO SAY

"That's interesting"
Set Limits
Don't think for others
Discuss! TALK!
Say "NO"
"That's not acceptable"
"I'm concerned..."
"I'm confused..."
Stick to Facts

WHAT *NOT* TO SAY

"YOU"
"You need to..."
You make me feel..."
"How could you..."