

DEALING WITH CHALLENGING PEOPLE



- Maintain clear boundaries yourself
 - Limit your availability
 - Never divulge your personal information
 - Beware of physical touch
 - Do not cave in to manipulative demands

- Provide structure
 - Clarify guidelines and what behavior is appropriate
 - Follow the policy/rules (don't bend them)
 - Define roles and responsibility
(if appropriate, create a job description)

- Confront inappropriate behavior
 - Hold the person accountable
 - Document any difficulties or corrective conversations

- Depersonalize communications

- Clarify contradictory/incomplete/vague information

- Get professional support/supervision for yourself