

DEALING WITH DIFFICULT PEOPLE

"Everybody, my friend, everybody lives for something better to come. That's why we want to be considerate of every man. Who knows what's in him, why he was born, and what he can do!"

Maxim Gorky

- ◆ *You make an effort to change your behavior and their behavior*

- ◆ *Maintain a good working relationship*

- ◆ *Examine your own contribution to the difficult behavior pattern*

- ◆ *Flexible in your communication modes*

- ◆ *Encourage desirable behaviors*