



Dealing with Difficult People Moorpark College Student Health Center

The MC Student Health Center is here to help!

Our mental health team can support you with a wide variety of needs. If dealing with people causes you stress or anxiety or you find yourself having a difficult time controlling your reaction, contact us to speak with a mental health provider.



+805-378-1413



www.moorparkcollege.edu/health



mc_studenthealthcenter



Moorpark College Admin Building Rm 111

Frustrated or Stressed?

Checkout our free mindfulness resource page.



Moorpark College does not discriminate on the basis of race, color, national origin, sex, disability, age or sexual orientation.

Try these breathing techniques

Box Breathing

1. Breathe in 4 sec.



3. Breathe out for 4 sec.

breathe

Mindful Breath

1. Focus on your natural breath
2. You do not need to change your breathing, just focus and pay attention to it
3. If your mind wanders, simply acknowledge it and bring it back to focusing on your breath
4. Ideally, focus on your breath for about 5 minutes



Everyone you meet is fighting a battle you know nothing about. Be kind. Always. ~Brad Meltzer.



Reactivity

Try not to show a strong reaction



As hard as it can be, a strong reaction, like obvious anger or frustration, can just inflame the situation. Try to stay calm and focused on the goal.

Tip: Take a deep breath. Try a coping strategy like self-distancing, where you pretend you are someone else observing the situation and then respond accordingly.

Empathy

← Quote



Difficult times do not justify misbehavior, but sometimes actions have deeper roots than what we know. Be mindful that some people may be experiencing things we are unaware of that may contribute to their attitude.

Tip: Consider how they may be viewing or responding to a situation, even if you disagree. Often, no one is 100% right or wrong. You may be able to empathize with their logic or thought process if you try to see their side.

Control

Know your power



Sometimes, recognizing what you can control and what you cannot helps to mitigate negative interactions. Use the control you have to maximize optimal outcomes.

Tip: Do you have control over the primary form of communication (email, meeting, phone, etc.)? Select the most effective form of communication that you can.

Develop Rapport

Reach out



It may sound counter intuitive, but showing support and a willingness to work with someone may help. Building a relationship may diminish conflict.

Tip: Try reaching out or showing that you want to work harmoniously with them. Focus on the positive elements and their strengths. Think of something you want to learn from them.

Create Boundaries

Respect yourself



It is important to advocate for yourself and create boundaries that facilitate you being treated with respect.

Tip: Clearly communicate how certain actions make you feel. If needed, get an instructor, supervisor or external party involved. Personal attacks should not be tolerated.

Shift perspective

Focus on the truth



Try to think about the other person's side/perspective. Even if you disagree, work to understand their stance.

Tip: Look up the ladder of inference. It teaches to focus on what we know is true and not to make assumptions.