



## **KEEPING DIFFICULT PEOPLE FROM GETTING TO YOU**

The over-riding strategy for dealing with difficult people and keeping them from getting to you is simply this: Never, never allow yourself to be a victim of their behavior. Don't let yourself think like a victim.

Remember, you have rights!

1. Your right to be successful at your work and life
2. Your right to make mistakes and be responsible for your actions and feelings.
3. Your right to use your own judgment in making decisions for yourself.
4. Your right to be listened to and taken seriously.
5. Your right to ask for what you want.
6. Your right to be left alone.
7. Your right to refuse requests without feeling guilty.
8. Your right to choose to avoid confrontation.
9. Your right to change your mind.
10. Your right to exercise your rights.