

ULearnIT Featured Resource

Difficult People: Can't Change Them, so Change Yourself

It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This sounds nice, and might work in the short term, but if you are working with people you find difficult and you expect to be working with them for some period of time – you are better off learning how to respond and relate to them. The approach you use depends on the person, the situation, and your willingness to build and blend skills as needed.

Dealing with difficult people requires that you first learn how to manage yourself with them. This means being self-aware and practicing self-management. It also means tuning into the feelings and emotions of others, however difficult it might be. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this capacity, you will be able to deal more effectively with many difficulties in life (including other people)!

31 minutes

[Link to the Featured Resource](#)

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