



Ten Tips for Dealing with Difficult People

1. Assist them **quickly** and **efficiently**.
2. Listen **without** interrupting.
3. Try to **understand** the situation from their point of view.
4. Ask questions to **confirm** understanding
5. Never take a complaint **personally**.
6. **Smile**.
7. **Never** get into a shouting match.
8. **Apologize** if appropriate.
9. Never, ever **talk down** to a person.
10. Offer and request **RESPECT**.

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