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| 1. **NAME** of the resource / tool
 | **Nine Quotes for Dealing with Difficult People** |
| 1. **WHAT** is the purpose of the resource / tool?
 | The tool helps individuals build awareness related to managing their thoughts, emotions, and reactions to others’ actions when they are feeling frustrated or tense. |
| 1. **WHO** developed the resource / tool? (If it was adapted from an existing document, please include a citation for the original source.)
 | Adapted by Capacity Builder Araceli Simeon from the following sources:* <https://kateswaffer.com/2018/06/18/9-quotes-for-dealing-with-difficult-people/>
* <https://www.youtube.com/watch?v=pote1CmBreo>
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| 1. **HOW** should the resource / tool be used?
2. *What circumstances are ideal/appropriate?*
3. *By whom and when?*
4. *Is a particular skill set or special preparation needed?*
 | 1. This tool can be used when members of a group are aggravated by the leadership or communication style of a peer or partner (i.e. communication is perceived as abrasive, insensitive or passive aggressive), but not to the degree of violating a group agreement or code of conduct.

Typically, the same behavior triggers a reaction from the group which ends up distracting the members and derailing the agenda.1. The facilitator can use this tool once a pattern has been observed, or after a clash has occurred during a meeting. Suggested steps for use are as follows:
2. Acknowledge the conflict that occurred, and note if this is a recurring pattern (if this has happened on other occasions). Ask group members to think about what triggers negative reactions. Then ask them to read the document individually first.
3. Discuss the 9 recommendations and ask:
* Would any of these help the group break the cycle that disrupts their meetings?
* If so, what do we need to change as individuals and as a group to achieve the recommendation?

III. If the conflict persists, consider additional training or mediation models to address it.  |

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| 1. **WHY** is this resource being recommended? (What makes is especially effective or useful for community-based work?)
 | Conflict is normal in all groups, including community work. This tool helps re-set the tone or restore the climate they had before the conflict. However, this tool doesn’t resolve conflict between the members that were most involved in the conflict. Additional conversations may need to be had with the members individually and together to resolve the problem or get to an agreement of how they will deal with their reactions. |

**9 Quotes for Dealing with Difficult People**

1. The greatest stress you go through when dealing with a difficult person is not fueled by the words or action of this person – it is fueled by your mind that gives their words and actions importance.
2. It’s OK to be upset. It’s never OK to be cruel. Rage, resentment and jealousy do not change the hearts of others – they only change yours.
3. Forgive others, not because they deserve forgiveness, but because you deserve peace. Free yourself of the burden of being an eternal victim.
4. Stay positive when negativity surrounds you. Smile when others refuse to. It’s an easy way to make a difference in the world around you.
5. Gossip and drama ends at a wise person’s ears. Be wise. Seek to understand before you attempt to judge. Use your judgement not as a weapon for putting others down, but as a tool for making positive choices that help you build your own character.
6. Always set an example. Treat everyone with kindness and respect, even those who are rude to you- not because they are nice, but because YOU are. And do your best to be thankful for rude and difficult people too – they serve as great reminders of how not to be.
7. The way we treat people we strongly disagree with is a report card on what we’ve learned about love, compassion and kindness. Life is too short to argue and fight. Count your blessings, value the people who matter, and move on from the drama with you head held high.
8. Don’t expect to see positive changes in your life if you constantly surround yourself with difficult people. The great danger of being around difficult people too often is that you start to become like them without even knowing it. Just because you are kind to someone, does NOT mean you have to spend extra time with them.
9. If you really want to be happy and peaceful, then stop being afraid of being yourself, and stop thinking about what others think of you every second. There’s nothing selfish about giving yourself enough space for selfcare. Experience life on your terms and you’ll be life-giving to others.

Sources:

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<https://www.youtube.com/watch?v=pote1CmBreo>

**9 Citas para Tratar con Personas Difíciles**

1. El mayor estrés que experimentas al tratar con una persona difícil no es impulsado por las palabras o la acción de esta persona; es impulsado por la importancia que tu mente da a sus palabras y acciones.
2. Está bien estar enojado. Nunca está bien ser cruel. La rabia, el resentimiento y los celos no cambian los corazones de los demás, solo cambian el tuyo.
3. Perdona a los demás, no porque merecen tu perdón, sino porque tú mereces la paz. Libérate de la carga de ser una víctima eterna.
4. Mantente positivo cuando la negatividad te envuelva. Sonríe cuando otros se nieguen a hacerlo. Es una manera fácil de hacer la diferencia en el mundo que te rodea.
5. Los chismes y el drama terminan en los oídos de una persona sabia. Sé Sabio. Busca comprender antes de intentar juzgar. Usa tu juicio no como un arma para derribar a los demás, sino como una herramienta para tomar decisiones positivas que te ayuden a construir tu propia persona.
6. Siempre establece un ejemplo. Trata a todos con amabilidad y respeto, incluso a aquellos que son groseros contigo, no porque sean agradables, sino porque TÚ lo eres. Y haz tu mejor esfuerzo para agradecer a las personas groseras y difíciles, también sirven como excelentes recordatorios de cómo no ser.
7. La forma en que tratamos a las personas con las que estamos totalmente en desacuerdo es el reporte de calificaciones sobre lo que hemos aprendido sobre el amor, la compasión y la bondad. La vida es demasiado corta para discutir y luchar. Cuenta tus bendiciones, valora a las personas que importan y deja atrás el drama con la cabeza en alto.
8. No esperes ver cambios positivos en tu vida si te rodeas constantemente de gente difícil. El mayor peligro de rodearte de personas difíciles con demasiada frecuencia es que empiezas a ser como ellos sin darte cuenta. Solo porque seas amable con alguien, NO significa que tengas que pasar más tiempo con ellos.
9. Si realmente quieres ser feliz y estar tranquilo, entonces deja de temer ser tú mismo y deja de pensar cada segundo en lo que los demás piensan de ti. No hay nada de egoísta en darte suficiente espacio para auto cuidarte. Vive la vida en tus términos (a tu manera) y será una inspiración para los demás.

Fuentes:

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