**Difficult Behavior**

**TIPS FOR DEALING WITH DIFFICULT BEHAVIOR**

*If you are the target of or witness behavior that is offensive, hostile, or interferes with your ability to learn or work, the following strategies may be helpful to you...*

Take a stand now
- It’s easier to address problematic behaviors at the beginning of a relationship, before patterns are well-established.

Reframe
- Don’t blame yourself or take responsibility for the inappropriate behavior of others.

Set limits
- Set appropriate boundaries to minimize your exposure to inappropriate or abusive behavior.

Look for small “wins”
- Clarify and focus on the things you can control.

Let go of expectations of perfection
- Both for yourself and others. Everyone makes mistakes and can have an “off day.”

Build pockets of safety and support
- To complain about the behavior of others is rarely productive. Talk privately with those who can help you achieve your goals. Be open to receiving feedback about how you can improve your situation.

Remain optimistic
- Focus your efforts on setting and achieving realistic goals. Your internal beliefs and commitment to your goals are central to your success.

Focus on the “big picture”
- Don’t let small setbacks derail you.

Don’t go it alone
- Ask for and accept help if you need it.

**Resources**

<table>
<thead>
<tr>
<th>Office of Student &amp; Community Standards</th>
<th>Human Resources</th>
<th>Equal Opportunity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat Riley, Coordinator</td>
<td>Tim Caskey, Director</td>
<td>Cathy Rackliffe, Intake Coordinator</td>
</tr>
<tr>
<td>245 KPlz</td>
<td>255 DAdB</td>
<td>255 DAdB</td>
</tr>
<tr>
<td>Phone: (218)726-7255</td>
<td>Phone: (218)726-6326</td>
<td>Phone: (218)726-6827</td>
</tr>
<tr>
<td>Email: <a href="mailto:conduct@d.umn.edu">conduct@d.umn.edu</a></td>
<td>Email: <a href="mailto:tjcaskey@d.umn.edu">tjcaskey@d.umn.edu</a></td>
<td>Email: <a href="mailto:cracklif@d.umn.edu">cracklif@d.umn.edu</a></td>
</tr>
</tbody>
</table>

Source: http://wbt.umn.edu/