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 is easier to address problematic behaviors at the beginning of a relationship, before patterns are well established.

Reframe
Do not 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
Complaining about others' behavior 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"
Do not let a small setback derail you. Remember that your time as a graduate student is temporary and that your ultimate goal is finishing your degree.

Don’t Go it Alone
Ask for and accept help if you need it.

Further information on this topic can be found on Stanford University Professor Robert Sutton’s blog, including information on his best-selling book, The No Asshole Rule.

Resources

Student Conflict Resolution Center
www.sos.umn.edu
612.626.0689, 254 Appleby Hall
Contact: Jan Morse

Office for Conflict Resolution
www.ocr.umn.edu
612.624.1030, 662 Heller Hall
Contact: Julie Showers

Student Counseling Services
www.counseling.umn.edu
612.626.0150, 340 Appleby Hall
Contact: Matt Hanson