

# **10 Tips for Dealing with Difficult People**

1. Maintain self-control
2. Ask non-threatening questions
3. Listen to the customer's reason for being difficult
4. Acknowledge the problem
5. Don't argue
6. Apologize
7. Offer to rectify the situation
8. Continue to act professionally
9. Analyze what caused the client's behavior
10. Set limits on what you will tolerate