



Dealing With Difficult People

When we ruminate . . .

Though the conversation ended, our minds continue dwelling on it as an unresolved issue. the body can respond to thinking about a threat in ways that resemble the physiological response to the threat itself—even though nothing is actually happening in the person's environment.

- The sympathetic nervous system stays activated.
- The HPA (hypothalamus, pituitary, adrenal) stress system can remain engaged.
- The person doesn't get the normal "all clear."
- * Normally: Threat → physiological activation → threat ends → body settles.
- * With rumination, it can become: Threat → activation → threat ends → mental replay → activation continues → more replay → prolonged activation.
- Recovery from subsequent stress may also be affected.

Make sure you're not one of the difficult people: "If you meet a total jerk in the morning, you've just met a total jerk. If you meet total jerks all day, you're the total jerk."

Who are the difficult people:

- People we are connected to and/or care about.
- People who lack agency, humility, empathy, curiosity
- Axis 2: personality disordered

How do we deal?

- Remember you always have agency vs. "he's pushing my buttons"
- Refrain from acting solely to transform them or instruct them in proper behavior.
- Release your ongoing astonishment at their predictable patterns.
- Avoid engaging in rational arguments with those who lack reason.
- Maintain the connection between grace and truth.
- Pay attention to your perceived age in the moment.
- Refrain from continuous prompting or nagging

- Don't wait for permission
- Avoid reacting, blasting and defensiveness
- Don't assume the right approach will bring right results