If you are the target of, or witness behavior which 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
   - Complaining about other’s 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’
   - Don’t let 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.

<table>
<thead>
<tr>
<th>For employment related concerns</th>
<th>For concerns about advising and other academic-related concerns</th>
<th>For personal, academic, or career concerns</th>
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</thead>
<tbody>
<tr>
<td>Contact: Carolyn Chalmers</td>
<td>Contact: Jan Morse</td>
<td>Contact: Matthew Hanson</td>
</tr>
<tr>
<td>Office for Conflict Resolution</td>
<td>Student Conflict Resolution Center</td>
<td>University Counseling and Consulting Services</td>
</tr>
<tr>
<td>Phone: 612-624-1030</td>
<td>Phone: 612-624-7272</td>
<td>Phone: 612-624-3323</td>
</tr>
<tr>
<td>Web: <a href="http://www.umn.edu/conflictresolution">www.umn.edu/conflictresolution</a></td>
<td>Web: <a href="http://www.sos.umn.edu">www.sos.umn.edu</a></td>
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</tbody>
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Further information on this topic can be found on Stanford University Professor Robert Sutton's blog at [http://bobsutton.typepad.com](http://bobsutton.typepad.com) including information on his best-selling book *The No Asshole Rule*. 