

Accessible Customer Service for Emergency Responders An Emergency Management Ontario E-Learning Utility

Tips for Interacting with People with Personality Disorders

Behaviour

- Learn not to take their behaviour personally. Remember that people with PDs are not able to see that what they say or do may annoy or hurt other people.
- Change your expectations. People with PDs don't know how to act or react in the expected way, so try to get used to and accept their different way of acting.
- Focus on positive behaviour. While PDs can create difficulties, it is important to remember that this is not the only side of a person.