

# Dealing With Manipulative Behavior

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# What is Manipulative Behavior?

“Influencing or attempting to influence the behavior or emotions of others for one’s own purposes”

- Dictionary.com



# What Makes This a Negative Experience?

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**We all do it – where does it cross the line?**



**Behavior may be different in each relationship and setting**



**What purpose does it serve?**





Be aware of your own thoughts and feelings in the moment



Understand why people manipulate



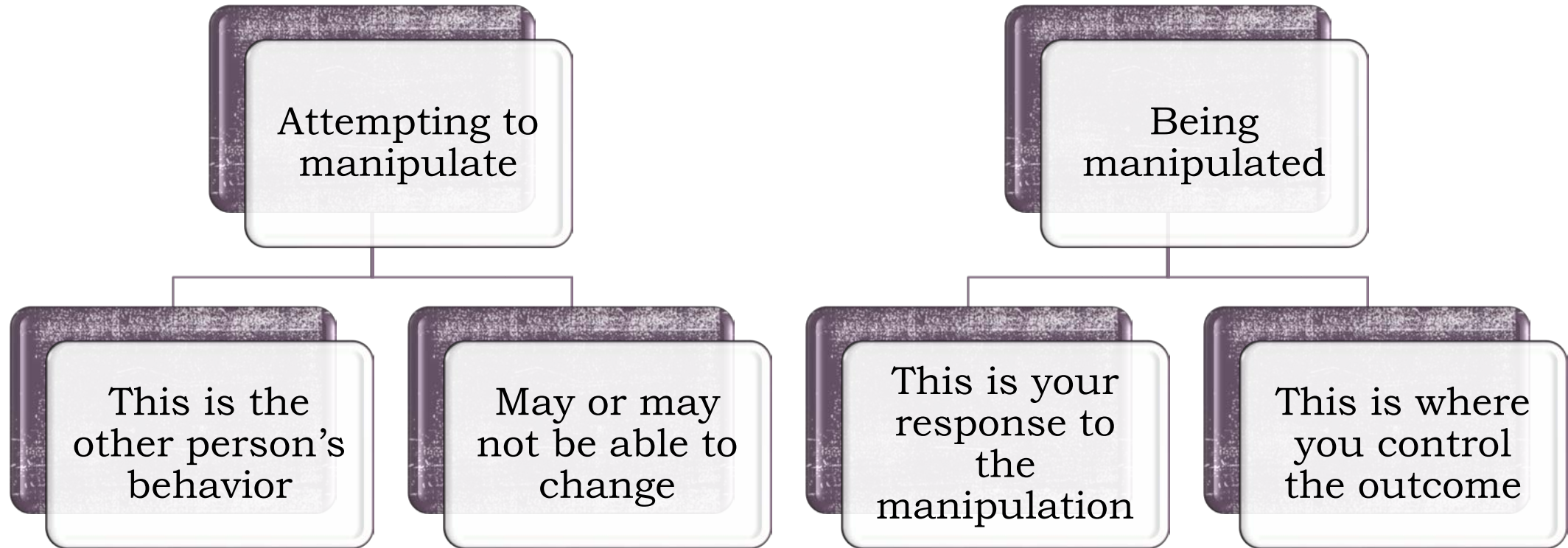
Be aware of your own manipulations

## Recognizing Manipulation





# Two Sides of Manipulation



Have clear policies and procedures



Use clear communication



Don't make people jump through hoops



Long term vs. short term client

# Changing Manipulative Behavior





**ULTIMATELY, YOU CAN'T  
“MAKE” ANYONE  
BEHAVE DIFFERENTLY**



# Let's Talk About What It's Like Being Manipulated

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It can catch  
the best of us  
off guard

It can seem  
like the right  
thing at the  
time

It leaves us  
questioning  
our actions

It leaves us  
feeling  
negative  
emotions





# **How to Defend Against Manipulation**

## **BOUNDARIES**

\*cue eye-rolls



Know your agency policies and procedures



Know your professional practice act and ethics



Know your own beliefs and values



Know your own thoughts and feelings

**Boundaries  
Are Part Of  
a Solid  
Foundation  
In Any  
Relationship**



# Staying Strong In the Face Of Manipulation

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PRACTICE SAYING NO



POINT OUT MANIPULATIVE  
BEHAVIOR WHEN IT IS  
HAPPENING



DON'T TAKE IT PERSONALLY





# You Take Care Of Yourself!

Physical  
Health

Mental and  
Emotional  
Health

Personal  
Relationships

Spirituality

**STAYING  
STRONG  
IS EASIER  
WHEN...**



1

Trust your  
gut

2

Stop, take a  
breath, take  
a break

3

Discuss the  
interaction  
with  
someone else

4

When in  
doubt, take  
it up the  
ladder

**If Something Feels Off, It Probably  
Is!**



# Discussion





# Thank You!

**Feel free to contact us with any follow-up questions or concerns!**

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