Articles about Difficult People, by Jody Johnston Pawel, LSW, CFLE:

~ Immunize Yourself Against Toxic People (Responding to criticism)
http://relationshiptoolshop.com/?p=1547

~ Dealing With Difficult People During Family Gatherings
http://relationshiptoolshop.com/?p=5872

~ How to Respond to Passive-Aggressive People
http://relationshiptoolshop.com/?p=13651