RESPONDING TO RUDENESS

Here are some basic considerations for responding to RUDENESS in the workplace:

1. Prepare Yourself (see PREPARATION CHECK LIST)

2. Manage Your Emotions and remember DO NOT Respond in Kind.

3. Ask Yourself: Will addressing the behavior in the moment help?

   ➢ If “YES”, create a QUICK SCRIPT.

   ➢ If “NO”, plan on having a conversation at a later date and use an “I MESSAGE” to convey your concern.