

## 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.**