

## PREPARATION CHECK LIST FOR RESPONDING TO RUDENESS

1. What does this person do that presents difficulties for you?
2. What does this person say and how do they say it?
3. How do you feel when this person behaves this way?
4. What do you typically do when this person behaves this way?
5. Is there another way that you would prefer to react when the person behaves this way? If so, describe it.
6. What prevents you from reacting in the way that you would prefer?