

“QUICK SCRIPTS” FOR RESPONDING TO RUDENESS

1. Your boss yells at you for making a mistake.

Script: “I want to hear what you have to say, but not in this way. Let’s schedule another time to talk.”

2. Someone constantly interrupts you.

Script: “ [Person’s Name], I’m not finished.”

3. You witness an offensive remark.

Script: “When you said XYZ, I heard it as an insult. Did you really mean it that way?”

4. Your co-worker or boss speaks ill of someone who is not present.

Script: “I think we should wait to have this conversation when X is present. It seems only fair that this conversation include her so she can hear what we have to say.”