

UCI Workplace Violence Prevention Program

RESPONDING TO RUDENESS

BASIC CONSIDERATIONS

1. Prepare yourself (see **PREPARATION CHECK LIST- SEE BELOW**)
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 (SEE BELOW)**
 - If “NO”, plan on having a conversation at a later date and use an **“I MESSAGE”** to convey your concern.

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?

QUICK SCRIPTS/ I MESSAGE

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 includes her so she can hear what we have to say.”*