

Checklist for Responding to Rudeness

1. Identify the actions of this individual that create challenges for you.
What is this person doing that makes things difficult for you?
2. Examine the words used and the manner in which they are expressed by this person.
What are they saying, and how are they saying it?
3. Reflect on your emotions when confronted with this person's behavior.
How are you feeling about what this person is saying or doing?
4. Consider your usual response when faced with such behavior from this person.
How do you tend to react when this person behaves this way?
5. Explore alternative reactions that you would prefer when encountering this behavior.
Elaborate on these preferences.
How would you like to respond in the future if you are faced with this same behavior?
6. Identify the factors that hinder you from responding in the preferred manner.
What is holding you back from responding in the way you would prefer to respond to this behavior?