

WHAT TO DO WHEN SOMEONE IS RUDE

KEY THINGS YOU SHOULD KNOW



WHAT IS RUDENESS?

Rude behavior shows up in a variety of ways. Perhaps someone shows off or dominates. Maybe they intimidate, coerce or control. Maybe they humiliate or dismiss you. Behavior like this has an impact... sometimes for minutes or hours and sometimes for days or even years.

HOW DOES RUDENESS AFFECT US?

Rudeness can cause us stress, erode our self-confidence, destroy our relationships and impact our workplaces.

- Causes physical stress that can impact health.
- Erodes self-confidence
- Destroys relationships
- Impacts the workplace by lowering morale and productivity

GET A CLEAR HEAD

Since rude behavior can have a significant impact, it pays to get a clear head before deciding how to respond.

- Cool off and calm yourself by taking a deep breath and stepping away
- Don't take it personally and remember that the situation is not about you
- Decide what to do and take time to consider whether you need to take action

HOW TO RESPOND TO RUDENESS

If you decide to respond to rude behavior, take the following steps.

- State the facts
- Inform of the impact and let the person know how it impacted you—your feelings
- Request a change by asking the person to stop doing the offending behavior and make clear what you prefer

REFERENCES

<https://media.bcm.edu/documents/2018/ae/ombuds-rudeness.pdf>