

What Do You Do?

Measure your reaction to confrontational situations.

Someone disagrees with you and ...

- Stands up and threatens to leave
- Dictates unrealistic terms of the agreement
- Verbally or physically threatens
- Starts to cry
- Interrupts repeatedly
- Threatens to file a grievance
- Refuses to agree to something that seems reasonable on the surface
- Remains locked into his/her position refusing to budge.
- Raises his/her voice using a harsh, angry tone.
- Tries to attack your authority or impartiality
- Starts to disclose something very intimate about another party as a way to discredit him/her
- Uses gossip or backstabbing
- Uses hardball tactics

