



# How to Respond to RUDE COWORKERS

## 3 Secrets

### NAVIGATIONAL PHRASES

Use navigational phrases to re-direct the conversation, or the focus back to where it should be. Simply ignore the comment, and say:

- "Let's stay on track."
- "Let's stay focused."
- "Getting back on track..."
- "Moving right along."



### UNIDIRECTIONAL BODY LANGUAGE SIGNALS

We communicate from the tip of our head to the tip of our toes, every day in every way. Use your body to deflect and re-focus the attention where you want it to go, while sending the universal "stop" gesture to those you wish to block.

### DON'T GET YOURSELF INVOLVED BY USING "I" LANGUAGE

When you respond to rude or inappropriate comments at work, especially if they were directed at you to get you to "take the bait," avoid using language that involves you in any way such as, "I feel" or "I don't appreciate."



### USE THE A-C-B

**IT'S CONFUSING...  
SOMEONE  
WITH....WOULD...  
BY DOING THAT!**

When it comes time to call someone out on his or her behavior, remember that sentence structure is key.

This winning formula will help you respond with professionalism,, tact, and finesse. :

- A- Adjective describing the Behavior
- C-Consequence of the behavior
- B-The Behavior

CHECK OUT THE VIDEO AT:  
[HTTPS://YOUTU.BE/JVUQIZBUZY8](https://youtu.be/jvuqizbuzy8)  
OR [DANOCONNORTRAINING.COM](http://DANOCONNORTRAINING.COM)