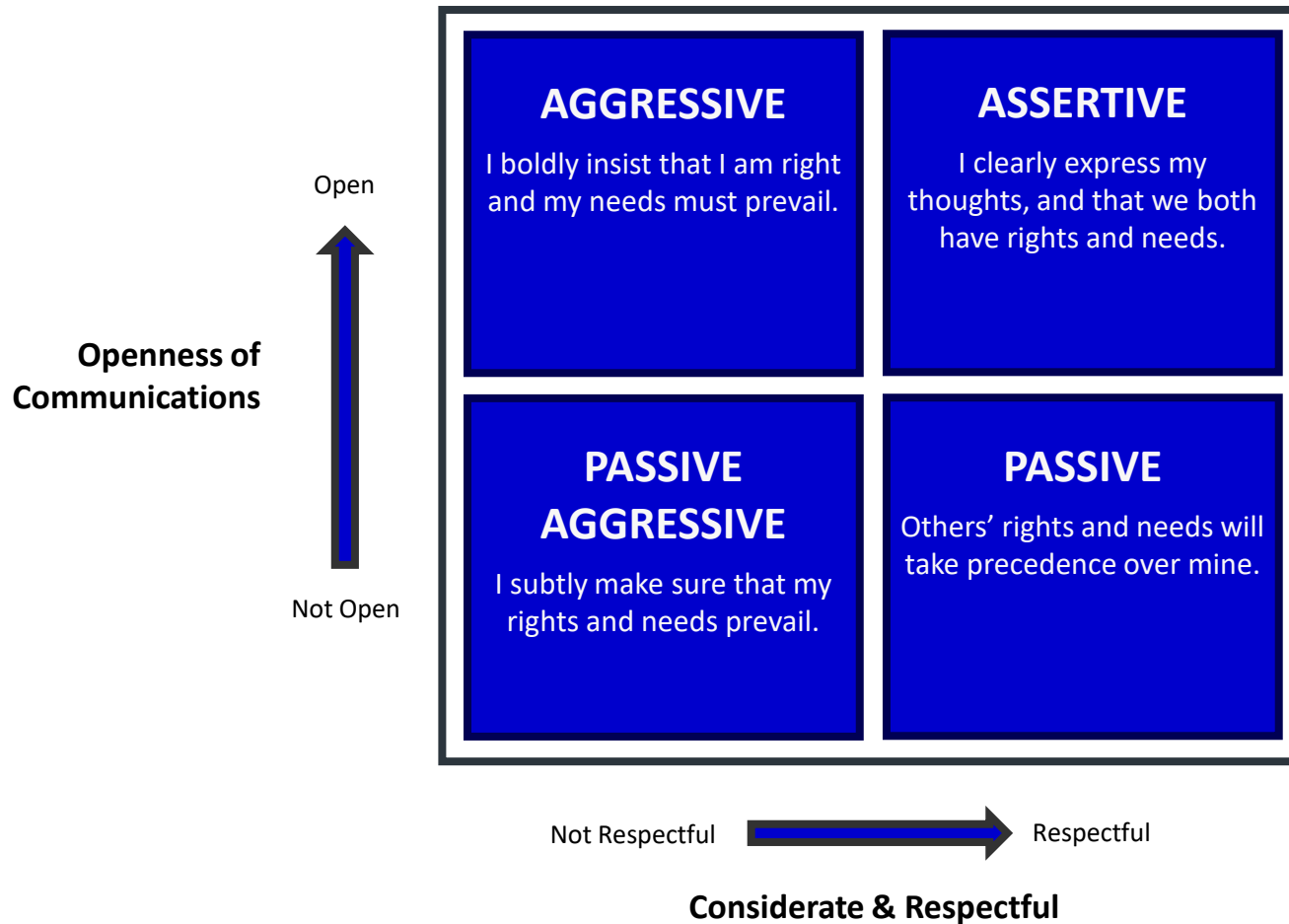


The Assertiveness Matrix



Examples of Passive-Aggressive Behaviour

- Using sarcasm
- Procrastinating and not doing their fair share of work
- Spreading rumours
- Coming up with excuses
- “Forgetting” or “misplacing” something
- Playing the victim
- Shaming others in public
- Misusing their sick days
- Arriving late at work
- Acting stubborn
- Being dismissive about suggestions

Dealing with Passive-Aggressive Behaviour

There are not *passive-aggressive people*, there is *passive-aggressive behaviour*

1. Don't copy their behaviour: stay calm
2. Understand their motivation (you can't fix a problem you don't understand)
3. Set clear, honest and transparent expectations
4. Call out bad behaviour when you see it
5. Don't bring up the past, be present
6. Separate the 'passive' from the 'aggressive'
7. Make room for dissent
8. Encourage direct communications
9. Some people cannot be articulate on command
10. Own up to your own errors
11. Use I statements
12. Use assertive communications and behaviour
13. Face the fear of confrontation
14. Document everything
15. Present the consequences
16. Practice mindfulness
17. Do not try to rehabilitate