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## Abrasive Behaviors Tip Sheet

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### Know “The Big Six” Button-Pushing Behaviors

- **Words**
  - Examples:
    - Unsolicited advice
    - Sarcastic comments
    - “Innocent” observations
- **Sounds**
  - Examples:
    - Groans
    - Sighs
    - Blown out breath
- **Voice**
  - Examples:
    - Flat tone
    - Mumbling under breath
    - Imitating
- **Gestures**
  - Examples:
    - Finger pointing
    - Arms folded, shoulders hunched
    - “Stop” hand
- **Facial Expressions**
  - Examples:
    - Eye rolling
    - Look of disgust
    - Exaggerated attentiveness
- **Body Movements**
  - Examples:
    - Looking away while you’re talking
    - Foot tapping
    - Getting in personal space

### Initial Response

- **Pause, ask yourself “What important things am I going to learn from this behavior?”**
- **Mentally put the behavior(s) in one or more of the six boxes above**
- **Identify your identity issues at stake (place, value, respect)**
- **Prime your empathy (their backstory)**

### Next Steps - Reframe the behavior

- **Separate yourself from the triggering behavior**
  - Specifically describe behavior observed or heard (not a label)
  - Describe the personal impact (*don't* talk about or imply intent)
  - Invite your colleague to help you understand what was intended
  - Explore the issues identified, if possible
- **Invite discussion about ground rules both can abide by**