

Exercise #1 Better Ways to Discuss Behavior

In this group exercise you will practice finding and using words that describe problem behaviors instead of guessing negative intention.

Instructions: In each example, emotional words and vague accusations are being used to judge the other person's behavior. With your partner, please write a better example, using a simple, neutral description of a behavior and a possible neutral reason for the behavior. There are two samples in *italics* below.

1. Pat always ignores me at department staff meetings.

Pat did not speak to me at the last staff meeting. Perhaps Pat was distracted by a personal problem.

2. Pat does not respect my professional opinion; Pat is always criticizing how I handle cataloging the young adult fiction.

Pat and I disagree about how I handle cataloging the young adult fiction. Perhaps Pat learned a different method in library school.

3. Pat does not care about the new automation project. Pat blows off the deadlines and stays away from all of the planning meetings.

4. Pat does not respect the property of the library, particularly the books. She damages all of the books she checks out from the library.

5. Pat thinks she is the only library user. She has complete disregard for the needs of others and ties up the reference librarians so that they can't help other library users.

6. Pat thinks she is better than the rest of us. She is cold and snobby towards everyone on the staff of the library.