

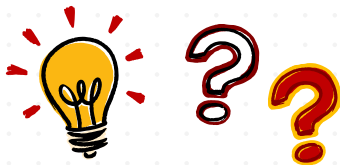


# PASSIVE AGGRESSIVE BEHAVIOR



## 1 SET THE TONE

- Start meetings by committing to raise concerns openly while in the meeting
- When a contentious issue arises, approach it directly, frankly, and productively



## 2 MAKE ROOM FOR DISSENT

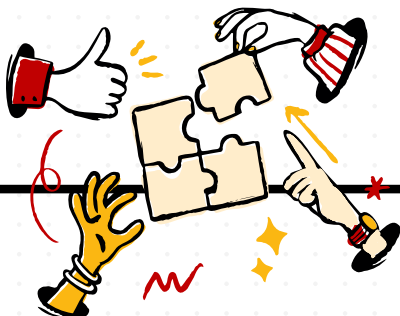
- Before closing a discussion, actively seek out criticisms, concerns, and different perspectives
- Linger on differing point of view to fully understand their intent and implications.



# EMBRACE PRODUCTIVE CONFLICT

## 3 SHUT DOWN BACK CHANNELS

- Redirect off-line conversations back to a public forum so the whole team can participate.
- Refrain from reopening decisions without the involvement of the team.



## 4 CALL OUT BAD BEHAVIORS

- Highlight when someone's body language or tone is inconsistent with their words.
- Resist when humor is used to shut down differing points of view. Don't let comments be brushed aside.

