

Turning Around Put-Downs

Sometimes people put others down just to test them. This happens in the workplace and in the classroom, too, where tensions may run high. If you remember to reply calmly, not angrily, you will not only get your point across better but will also never have to regret what you've said. What might you say in each of these situations instead of getting angry?

- ◆ You accidentally dropped a large package of sugar on the newly cleaned floor in the kitchen. Someone says, "You're such a klutz. I knew they hired you just because you're female."

You could say . . .

- ◆ You just started working at a grocery store. You offer to help an elderly man carry his groceries to the parking lot. Another worker yells, "Hey, there goes Mother Teresa!"

You could say . . .

- ◆ You missed work a few days because your infant was sick. The next day, a co-worker says, "How are we supposed to get anything done around here with irresponsible workers like you?"

You could say . . .

- ◆ You work at an ice cream stand and accidentally gave two extra milkshakes to a customer. A co-worker says, "You're supposed to sell the stuff, dummy, not give it away."

You could say . . .