



Points To Remember

1. The only way you can consistently meet your co-workers needs is by always striving to earn their respect.
2. Respect is a two way street, and sometimes, despite our best efforts to earn the respect of others, we sometimes fail.
3. You have the right and obligation to put your own emotional and physical safety first.
4. No one benefits from aggressive behavior. Not you, your co-worker or the organization.
5. If you initiate the aggressive behavior, you are the person responsible for not continuing the aggressive behavior.
6. We are all responsible for helping co-workers get past their anger or frustration, but only to a certain point.
7. There may be times when you are required to politely remove yourself from an encounter and to get another person to help you (a supervisor or another co-worker).
8. Caring about your co-workers means having respect for their feelings and also for your own.