

*3 Ways*



# TO VIRTUALLY MANAGE PASSIVE-AGGRESSIVE BEHAVIOR AT WORK



**Check the appropriate column if you suspect someone(s) in your team of being Passive-Aggressive.**

| TOP 12 VIRTUAL BEHAVIORS |  | 1.<br>Never | 2.<br>Rarely | 3.<br>Some<br>-times | 4.<br>Often |
|--------------------------|--|-------------|--------------|----------------------|-------------|
| 1                        | Says 'yes' while meaning 'no,' with frequent almost 'plausible' excuses for not following through on what they said "yes" to         |             |              |                      |             |
| 2                        | Intentionally evades work and commitments so others are inconvenienced   |             |              |                      |             |
| 3                        | Demonstrates 'at or below' standards; meets deadlines with subtle errors in their work   |             |              |                      |             |
| 4                        | Non-responsive, or complains that "no one told me"   |             |              |                      |             |
| 5                        | Their email or computer, or programs all of a sudden stop working  |             |              |                      |             |
| 6                        | Doesn't turn on their camera while on video or goes "off camera" during important conversations                                      |             |              |                      |             |
| 7                        | Appears busy or distracted during meetings (doing something important for the team), asks you to repeat frequently                   |             |              |                      |             |
| 8                        | Regularly uses sarcasm, cynicism, sullenness, negativity, hostility and/or pessimism   |             |              |                      |             |
| 9                        | Demonstrates non-verbal hostility or disinterest in speaker or group discussion; no comment during times where team input is crucial |             |              |                      |             |
| 10                       | Complains of being under appreciated or of having more work than the rest of the team  |             |              |                      |             |
| 11                       | Spreads malicious rumors, gossip, and/or blames others for why they did not get their work done or in on time                        |             |              |                      |             |
| 12                       | Withholds important information  |             |              |                      |             |
|                          | <b>Scores</b>  |             |              |                      |             |
|                          | <b><i>TOTAL SCORE</i></b>  |             |              |                      |             |

- **Score of 48-35:** might consider scheduling a PA-REVIEW session with Pamela to get strategies in place ASAP
- **Score of 34-23:** Trouble may be brewing, pay close attention to this workshop so you can course correct.
- **Score of 22-12:** Wow, congratulations on your excellent leadership!

Mark the areas that you may be repeating in your relationship with Passive-aggressives'

| 7 WAYS TO MESS UP |                           | 1.<br>Never | 2.<br>Rarely | 3.<br>Some<br>-times | 4.<br>Often |
|-------------------|---------------------------|-------------|--------------|----------------------|-------------|
| 1                 | Show they got to you      |             |              |                      |             |
| 2                 | Babysit or rescue         |             |              |                      |             |
| 3                 | Gossip to your team       |             |              |                      |             |
| 4                 | Bring up the past         |             |              |                      |             |
| 5                 | Avoid defensiveness       |             |              |                      |             |
| 6                 | Burn bridges              |             |              |                      |             |
| 7                 | Give in to unfair demands |             |              |                      |             |
|                   | Scores                    |             |              |                      |             |
|                   | <b>TOTAL SCORE</b>        |             |              |                      |             |

- **Score of 28-23:** might consider scheduling a PA-REVIEW session with Pamela to get strategies in place ASAP
- **Score of 22-15:** Trouble may be brewing, pay close attention to this workshop so you can course correct.
- **Score of 14-7:** Wow, congratulations on your excellent leadership!

## 7 WAYS TO CLEAN IT UP

Mark the areas that you are willing to try on in your own relationship with Passive-aggressives'

- ☐ Remain open, non-aggressive, and respectful
- ☐ Use direct, concrete and timely communication
- ☐ Set clear expectations and limits (timelines, actions, behaviors, missed work)
- ☐ Use "I" statements
- ☐ Clearly communicate that you EXPECT results, and do!
- ☐ Engage your team to do the same
- ☐ Keep all of your team members accountable, no favorites