

THANK GOD IT'S MONDAY!

Roxanne Emmerich



TGIM WEEKLY AUDIO:

What Do You Do With a Passive Aggressive? **Transcription*

Thank God It's Monday!™ So what do you do with a passive aggressive? Well, first of all, you have to answer the question what is a passive aggressive? It's someone who does things like saying, "Well I didn't know, nobody told me" or "I shouldn't say this, but..." or "Sure I'll do that," but they don't really intend to do that and bring it home. The problem is that the intention is to hurt, but they come off as sweet. In fact sometimes they're syrupy and sweet and that's exactly the kind of personality that often times plays the passive aggressive. Not always, but often times.

So it's kind of crazy making because you can't wrap your arms around the fact that they're messing with your brain. In the office they become the saboteurs. They do things like saying, "I just don't think blank is right." But the problem is they didn't even check out if blank really existed so now the whole office is disconcerted by some statement that had no truth to it.

So what do you do when someone is being passive aggressive? Well, first of all, when someone comes to you and they say, "I shouldn't say this, but..." the words out of your mouth should be, "Please don't." If they say something like, "Sure I'll do that", but you have this feeling because they've said that before, but they really don't say, "Great, I'm counting on that. Make sure to have it to me. You will won't you? Great, I don't want to hear any reasons why you can't. I'm holding you to that." Then they begin to understand that you will pursue that you make things happen with them because you know the game that they play. The key is to have firm boundaries, but also to talk to them about when you do these things where you say these things you hurt other people and you create these messes and that you must clean up these behaviors.

Left to their own devices, the passive aggressives are as hurtful as the people who gossip because you never can feel safe around them because the game is to hurt even though it can be done with a sugary-sweet approach.

So take a stand in your office for no passive aggressive behaviors and your sanity will make it such that you will always love Mondays.

Roxanne

Roxanne Emmerich's Thank God It's Monday! How to Create a Workplace You and Your Customers Love climbed to #1 on Amazon's bestseller list and made the New York Times and Wall Street Journal bestseller lists—all in the first week of its release. Roxanne is renowned for her ability to transform "ho-hum" workplaces into dynamic, results-oriented, "bring-it-on" cultures. If you are not currently receiving the Thank God It's Monday e-zine and weekly audios, subscribe today at www.ThankGoditsMonday.com.

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