## **Aggressive Communication**

- Insulting or making offensive remarks
- Making snide comments
- · Shouting, yelling, angry outbursts
- Going around co-workers in order to avoid communicating with them
- Harsh finger pointing, invasion of space
- Sending nasty emails or other ecommunication
- Blaming others for problems that are not their fault or that they do not have control over
- Pointing fingers or lynch-mobbing a person who made a mistake, instead of working as a team to correct it

## **Acts Aimed at Humiliation**

- Ridiculing or teasing
- Showing pictures or videos that violate a person's values
- Spreading rumors or gossip
- Ignoring peers when they walk by
- Playing practical jokes
- Taunting with the use of social media, intranet or text messages
- Publicly pointing out mistakes, or constantly bringing up mistakes that have been corrected and should be forgotten
- Outcasting a person because he or she wants to follow the law or company policies

## **Manipulation of Work**

- Removing tasks imperative to job responsibilities
- Regularly assigning tasks that are far beneath, or too far above, a person's competency level
- Giving unmanageable workloads & impossible deadlines
- Arbitrarily changing tasks so often the workload becomes confusing
- Hiding tools, items, clothing, documents or instructions imperative to a person's ability to do the job
- Using employee evaluations or disciplinary procedures to inaccurately claim poor performance
- Holding people accountable to quality scores far above a standard passing score, or nitpicking work to prevent passing quality tests
- Telling a person he or she is a poor performer and not offering feedback, job training or performance coaching
- Purposely withholding pertinent information
- Leaving employees out of email correspondence or meeting invites