

	Conflict	Rude Behavior	Mean Behavior	Bullying
How often does it occur?	<ul style="list-style-type: none"> Occasionally 	<ul style="list-style-type: none"> Occasionally 	<ul style="list-style-type: none"> Once or Twice 	<ul style="list-style-type: none"> Repetitive or has the potential to be repeated
Under what circumstances does it occur?	<ul style="list-style-type: none"> Not planned In the heat of the moment Among those will equal power 	<ul style="list-style-type: none"> Unintentional Spontaneous Rooted in poor manners, thoughtlessness, or lack of empathy 	<ul style="list-style-type: none"> Impulsive cruelty Rooted in emotion Intention to cause harm 	<ul style="list-style-type: none"> Planned/purposeful cruelty Defined by power imbalance, where aggressor is trying to maintain power over the target Intention to cause harm
Who is upset?	<ul style="list-style-type: none"> All parties are upset 	<ul style="list-style-type: none"> Person on the receiving end of the behavior may be upset. Person demonstrating the behavior doesn't understand why the behavior was wrong. 	<ul style="list-style-type: none"> Target is often hurt and deeply upset. Bystanders may also be hurt or upset. 	<ul style="list-style-type: none"> Target is often hurt and deeply upset. They often begin to feel unsafe and as if there is no way to avoid this from happening again. Bystanders may be hurt or upset as well.
Who is willing to accept responsibility?	<ul style="list-style-type: none"> All parties can accept responsibility for their part in the conflict. 	<ul style="list-style-type: none"> Person being rude is willing to accept responsibility for their actions. 	<ul style="list-style-type: none"> Aggressor is willing to accept responsibility, and often regrets their actions. 	<ul style="list-style-type: none"> The aggressor is often not willing to accept responsibility for their actions, and blames the target.
Who is willing to work towards a solution?	<ul style="list-style-type: none"> All parties make an effort to solve the problem and move forward. 	<ul style="list-style-type: none"> Wrongdoer is willing to be more aware of their behavior/learn why their behavior was rude. The person on the receiving end may feel comfortable helping the wrongdoer notice when they demonstrate rude behaviors in the future. 	<ul style="list-style-type: none"> Aggressor is willing to work on communication and emotion management, to prevent the incident from happening again. 	<ul style="list-style-type: none"> The target wants the aggressor's behavior to stop, the aggressor has no intention of stopping.
How should it be addressed?	<ul style="list-style-type: none"> Can be resolved through mediation No immediate response needed Monitor the situation to see if students need extra support or skills to successfully resolve the situation. 	<ul style="list-style-type: none"> Needs to be addressed/ should NOT be ignored This is a learning experience. Building & reinforcing social skills could reduce the chances of it happening again. Building assertiveness skills may empower students to handle rude behavior on their own. 	<ul style="list-style-type: none"> Needs to be addressed/ should NOT be ignored. Helping the aggressor to develop self-awareness and emotion management prevent future mean behavior. Supporting the school building and community at large at large to develop and embody messages of kindness 	<ul style="list-style-type: none"> Needs to be addressed/ should NOT be ignored. CANNOT be solved through mediation.