Using the Interview to Determine if a Workplace is Toxic Workshop: Assess Your Work!

<table>
<thead>
<tr>
<th>Verbal</th>
<th>Para-Verbal</th>
<th>Non-Verbal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What the person says</strong></td>
<td><strong>How the person says it</strong></td>
<td><strong>How the person acts</strong></td>
</tr>
<tr>
<td>Someone engages in language, behaviors or actions to frighten, humiliate, belittle, degrade or frustrate you, e.g.,</td>
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**Word and Sentence Usage**
- Frequent use of words with negative connotations
- Consistently states things as fact that can be open to interpretation/use of declarative sentences
- Persistent or egregious use of abusive, insulting, threatening or offensive language directed at you
- Frequent use of imperative sentences (e.g.: language that suggests a person is demanding rather than asking.)
- The absence of social niceties: please, thank you, etc.

**Content Focus**
- Impugns your character, intentions or actions of others without proof
- Spreads misinformation or malicious rumors
- Inappropriately shares confidential information
- Regularly inappropriately teases or makes you the brunt of pranks or practical jokes
- Repeatedly makes inappropriate comments about your physical/cognitive abilities, appearance, orientation, lifestyle, family, culture, race, religion or beliefs
- Repeatedly corrects you in public

**Tone/Intonation**
- Consistently states things as fact that can be open to
- Higher than their normal pitch (suggesting decision or anger)
- Lower than their normal pitch, like a growl

**Pitch:**
- Speaking very slowly and/or carefully
- Speaking rapidly (with increasing agitation)
- Speaking very slowly and/or carefully enunciating each word (suggesting you have poor comprehension skills)

**Actions:**
- Unwarranted physical contact, or close proximity to you (looming/hovering)
- Pushing, punching, pinching or slapping
- Throws or slamming objects
- Blocks you from leaving (by standing in their doorway, etc.)
- Ignores you, doesn't listen to you when you are speaking
- Interrupts you or speaks over you

**Volume:**
- Raised voice, screaming, yelling
- Angry whispering

**Sabbagage or Gaslighting**
- Someone uses power, authority or resources to intentionally
- Frequent use of words with negative connotations
- Hides necessary materials or withholding relevant information
- Makes false accusations about you
- Excludes you from decisions that affect you
- Sets unreasonable expectations or setting you up to fail
- Steals your work
- Rebuffs or humiliates you publicly
-Purposefully inappropriately excludes isolates, or marginalizes you from normal work activities or opportunities Threatens to take steps that threatens your safety/security (e.g., visa, funding, job)
- Inappropriately interferes with your personal property or work equipment or materials

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Sources: [http://www.ucop.edu/ethics-compliance-audit-services/compliance/webinars/workplace-bullying/lib/playback.html](http://www.ucop.edu/ethics-compliance-audit-services/compliance/webinars/workplace-bullying/lib/playback.html); [http://policy.ucop.edu/doc/4000647/AbusiveConductAndBullying](http://policy.ucop.edu/doc/4000647/AbusiveConductAndBullying); UCSF OCPD Managing Up Workshop. Created by [Naledi.Saul@ucsf.edu](mailto:Naledi.Saul@ucsf.edu). Please to not reprint without permission.