

CONFLICT

RUDE

MEAN

BULLYING

Occasional

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Once or Twice

Is REPEATED

Not planned; in the heat of the moment

Spontaneous; unintentional

Intentional

Is planned and done on purpose

All parties are upset

Can cause hurt feelings; upset

Can hurt others deeply

The target of the bullying is upset

All parties want to work things out

Based in thoughtlessness, poor manners, or narcissism

Based in anger; impulsive cruelty

The bully is trying to gain control over the target

All parties will accept responsibility

Rude person accepts responsibility

Behavior often regretted

The bully blames the target

An effort is made by all parties to solve the problem

The target wants to stop the bully's behavior; the bully does not

Can be resolved through mediation

Social skill building could be of benefit

Needs to be addressed; should NOT be ignored

CANNOT be resolved through mediation