Chapter 12

**Data File 12-1 Handling Aggressive Behavior**

**Directions:** Complete the following activity to gain insight into what to do when confronted with hostile or aggressive coworkers.

 Nathan was proud of his promotion to assistant stockroom attendant. The factory, which manufactured lighting fixtures, was one of the city’s largest employers. He felt confident that he was well prepared to handle all the duties of his new job. Then one day, something unexpected happened to Nathan that made him unsure of his capabilities.

 One of his new responsibilities was to deliver lamp parts to workers in the plant. They would then take the parts and perform grinding and polishing operations prior to final painting and assembly.

 One morning, he delivered a box of parts to Hunter for final grinding. He was expecting the friendly greeting he usually got from workers on his morning rounds. However, Hunter looked rather upset. He did not smile but scowled and said: “Take them back. I have too much to do already.” Nathan replied that he was just doing what he had been told to do by his boss, Mr. Mathews, and he would not take them back. At that point, Hunter jumped up and stood face-to-face within a few inches of Nathan. His fists were clenched and his face was red. He screamed, “OK leave them! But I’ll deal with you at lunchtime!”

 Nathan was shocked and scared. He was not sure what to say or do. He just turned and walked away acting as brave as possible.

**Activity Questions**

1. Could something besides the workload be bothering Hunter?

<<Place Answer Here>>

2. Should Nathan have taken the parts back to the stockroom? Why or why not?

<<Place Answer Here>>

3. Do you think Nathan should have said something in response to Hunter’s outburst? If so, what?

<<Place Answer Here>>

4. What should Nathan do next?

<<Place Answer Here>>

5. Ask your instructor where to save your documents. This could be on the school’s network or a flash drive of your own. Name your Word document *FirstnameLastname*\_Activity12-1.docx (i.e., JohnSmith\_Activity12-1.docx).