

CONFLICT	RUDE	MEAN	BULLYING
Occasional	Occasional	Once or Twice	Is REPEATED
Not planned/in the heat of the moment	Spontaneous/often unintentional behavior	Intentional behavior	Is often planned and done on purpose
All parties are upset	Can upset and cause hurt feelings	Can hurt others deeply	Can cause serious, life-long emotional damage
All parties want to work it out	Often based in thoughtlessness or poor manners	Often based in anger; impulsive cruelty	The bully is trying to gain power or control over the target
All parties will accept responsibility	Rude person should accept responsibility	Behavior is often regretted	The bully often blames the target
An effort is made by all parties to solve the problem	Apology	Apology is often sufficient	The target wants the bully's behavior to stop
Can usually be resolved through mediation	Social skill building could be of benefit	Needs to be addressed/should not be ignored	Cannot be resolved through mediation, should be reported

Source: Adapted from Jennifer Astles, DASA Newsletter, January 2014, TST BOCES and modified by the School District of Lee County, Student Services