**Case 4. This is Ridiculous! (Rude Behavior)**

Your weekly organizational meeting is tonight and the group starts to gather. The meeting is sched-uled to start at 6 pm, but rarely does the meeting get started before 6:10 due to late arrivals. Typically those on time just sit around and wait for the last few peo-ple to show up. It’s a pattern that your group has got-ten into over the past few months.

As soon as everyone arrives, the president, Toni, gets started, but Jodi’s cell phone interrupts the dis-cussion of the first agenda item. Jodi nervously answers her phone and quickly gets off, apologizing to Toni.

Toni continues, but within 10 minutes two other group members, Mike and Luis, begin a side conver-sation in the back of the room. This draws attention away from the subject matter at hand and is very dis-ruptive. When called on it, Mike begrudgingly says, “Okay, we’re listening” while Luis rolls his eyes.

Soon after this, Katie proceeds to rustle bags as she prepares to eat the dinner she brought with her. “I didn’t have time to get to the dining hall before the meeting,” she says, as the smell of garlic and onions wafts out of her to-go container.

You can see that Toni is getting very upset as she tries to proceed with the agenda. Then, the final straw is when two group members get up and excuse them-selves before the meeting is done, saying, “I need to get to the library.” At this point, Toni loses it, yelling, “This is ridiculous! Can’t we have a simple meeting on time, without interruptions and with full participa-tion? Some of you are incredibly rude!”

You agree with her, yet you can see other students reacting negatively to her outburst. You wonder where this will go from here.

**Discussion Question**:

What might you do to nip rude behavior in the bud before it gets out of hand?