



UNMUTED EVIDENCE

TOXIC WORKPLACE INCIDENT TRACKER JOURNAL



DISCLAIMER

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Don't be muted by fear or discouraged by your current work environment.

Be empowered by your own documented evidence to develop a strategy.

You deserve to thrive whether you take action while you stay or make a plan to go.



TOXIC INCIDENT TRACKER

NAME:

EMPLOYER:

POSITION:

SALARY/RATE:

EMPLOYED SINCE:

MY LAST DAY:

1

Month/Year 29-May-2024

Incident Date:

Incident Time:

Where it Happened:

Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

TIER 1

Total

TIER 2

Total

TIER 3

Total

If Yes- were the same people during this incident present the last time ?

☐ Yes

☐ No (list below)

Name:	Position:
Name:	Position:
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TIER 1
Total

TIER 2
Total

TIER 3
Total

Is this a follow-up incident after you started applying a solution strategy?

☐ Yes (Please select from options below)

☐ No (New Incident- please proceed to summary)

STAGE 1	ESCALATION: ☐
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STAGE 2	RETALIATION: ☐
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STAGE 3	CHRONIC CONFLICT: ☐
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Write down the details of this incident.

It is important to note any statements or actions that made you feel uncomfortable, whether it is an isolated or systemic issue.

Begin your summary by stating what you were doing before it happened.

IMPORTANT NOTE:

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INCIDENT SUMMARY

Before the incident occurred...

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INCIDENT SUMMARY

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When you feel functionally at ease- think about the incident and if any of the following applied at any point BEFORE, DURING or AFTER

PHYSICAL GESTURES	Before	During	After
Looking Around to Avoid Witnesses	☐	☐	☐
Looking To Tier 1 Employees for validation	☐	☐	☐
Looking To Tier 2 Employees for validation	☐	☐	☐
Looking To Tier 3 Employees for validation	☐	☐	☐
Blocking Your Path/Personal Space	☐	☐	☐
Ignoring Boundaries	☐	☐	☐
Walking Awaying As You Respond	☐	☐	☐
Snatching Items From You	☐	☐	☐
Knocking On Surfaces Near You (to intimidate)	☐	☐	☐
BLAME SHIFTING - when confronted	Before	During	After
Denying or Distorting What Happened	☐	☐	☐
Deflection/Changes Topic	☐	☐	☐
Acting Offended	☐	☐	☐
Acting Shocked/Surprised	☐	☐	☐
Selective Memory	☐	☐	☐
Playing the Victim	☐	☐	☐
Shifting Blame to External Factors	☐	☐	☐
Shifting Blame On You	☐	☐	☐

Observations: Their Behavior & Actions

TONE OF VOICE (can be a mix of tones)	Before	During	After
Standard (how they speak to everyone)	☐	☐	☐
Condescending	☐	☐	☐
Infantilizing - as if you are a child	☐	☐	☐
Sarcastic	☐	☐	☐
Manipulative	☐	☐	☐
Passive-Aggressive	☐	☐	☐
Intimidating/Threatening	☐	☐	☐
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Eye Rolling	☐	☐	☐
Heavy Sighing	☐	☐	☐
Interrupting Your Response	☐	☐	☐
Intimidating	☐	☐	☐
Staring You "Up and Down"	☐	☐	☐



MENTAL HEALTH CHECK

Take A Deep Breathe and Exhale.
I am checking in on myself
because my mental health
deserves to be prioritized.

OBSERVATIONS: Your Behavior

It is so important to pay attention to how you are physically, emotionally and mentally responding to any toxic incident. You are making a note of this to identify any patterns in how you are being affected by these incidents. Do you notice you are showing signs of growing anxiety? Are you left feeling frustrated and stressed? Were you calm? What was the tone of your delivery?

When I saw the individual approaching me I was acting, feeling and thinking...

While the toxic incident was unfolding I was acting, feeling and thinking...

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INCIDENT ANALYSIS

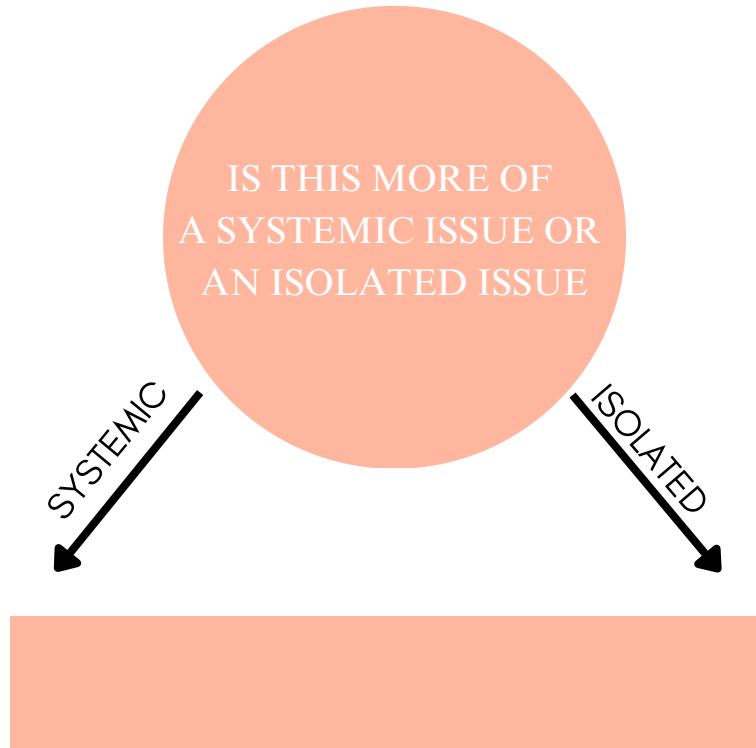
OBSERVATION: Isolated Toxic Signs

Retaliation for Reporting Workplace Issues	☐
Lack of Support from a Direct Supervisor	☐
Micromanagement by A Single Employee from TIER 1, 2 or 3	☐
Mismanagement of Workload by Any Employee from TIER 2 or 3	☐
Unfair Performance Evaluations by Any Employee from TIER 2	☐
Lack of Recognition for Individual Contributions	☐
Inadequate Training or Resources for a Specific Role	☐
Microaggressions from a Single Individual from TIER 1, 2 or 3	☐
Bullying or Harassment by a Single Individual from TIER 1, 2 or 3	☐
Spreading Rumors or Gossip by a Single Employee from TIER 1, 2 or 3	☐
Discrimination Based on Personal Characteristics	☐
Favoritism Shown to a Single Employee	☐
Personality Conflicts with Coworkers	☐
Undermining Behavior from a Team Member	☐
Ignoring Boundaries or Personal Space by a Colleague	☐
Disregarding Work-Life Balance by an Individual	☐
Violating Company Policies by an Individual	☐
Inappropriate Behavior in Meetings or Discussions	☐
Exclusion from Social Events or Cliques	☐
Hurtful Gossiping from Employee from TIER 1, 2 or 3	☐

OBSERVATION: Systemic Toxic Signs

Lack of Diversity	☐
Failure to Address or Stop Harassment/Antagonistic Behavior & Actions	☐
Poor Company Wide Communication	☐
Absence of Employee Well-Being Program or Support	☐
Inflexible Work Policies or Practices	☐
Limited Opportunities for Career/Professional Advancement	☐
Poor Performance Management System	☐
Lack of Transparency in Decision-Making Processes	☐
Favoritism or Nepotism in Hiring and Promotion	☐
Low Employee Engagement and Morale	☐
Poor/Limited Training and Onboarding	☐
Resistance to Change or Innovation	☐
Toxic Leadership Practices	☐
Ignoring Employee Feedback	☐
Lack of Recognition and Rewards	☐
Unsafe or Unhealthy Working Conditions	☐
High-Turnover Rate Among New Hires/Increasing Exit of Older Employees	☐
Minimal Employee Empowerment or Autonomy (Independence)	☐

ANALYSIS



COMPANY POLICIES

Does this behaviour conflict with anything in your company's "*Code of Conduct*"

☐ No ☐ There is no information available on the "*Code of Conduct*"

If Yes- List it Here:

Will you file a report with your Manager

☐ Yes

☐ No

Will you file a report with HR:

☐ Yes

☐ No



SOLUTION SELECTION

REFLECTIVE RESPONSE STRATEGIES

For individuals who prefer to analyze and reflect before responding

Journaling the Incident:

Write down the incident in detail, including how it made you feel and what you think caused the conflict. This helps in gaining clarity and preparing for a measured response.

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Drafting a Thoughtful Email:

Instead of an immediate confrontation, draft a calm and professional email addressing the issue. Review it multiple times (ask ChatGPT) before sending to ensure it conveys your points effectively without sounding accusatory.

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Creating a Personal Action Plan:

Develop a step-by-step plan on how you will address the issue over time. This can include gathering more information, seeking advice from trusted colleagues, and planning a formal meeting.

☐

Engaging in Self-Reflection Exercises:

Use techniques such as meditation or mindfulness to calm your mind and reflect on the best course of action while you continue monitoring future incidents

☐

Role-Playing Scenarios:

Practice potential conversations with a trusted friend or family member to explore different ways to handle the situation.

☐

PROACTIVE COMMUNICATION TACTICS

For individuals who prefer direct and assertive communication,
often suited to extroverted personalities.

Setting Up a Direct Meeting:

Schedule a face-to-face meeting with the person involved to discuss the issue openly and professionally. Or pull them aside at the right time to address it privately

☐

Using "I" Statements:

Frame your concerns using "I feel" statements to avoid sounding accusatory. For example, "I feel overlooked when my contributions are not acknowledged."

☐

Clarifying Expectations:

Clearly outline your expectations and boundaries to the other party to prevent future conflicts.

☐

Seeking Immediate Feedback:

After addressing the issue, ask for feedback to ensure your message was understood and to open the door for ongoing communication.

☐

Engaging in Active Listening:

During the discussion, make a conscious effort to listen actively to the other person's perspective without interrupting, which can help in finding a mutual resolution.

☐

COLLABORATIVE PROBLEM-SOLVING TECHNIQUES

For individuals who thrive on teamwork and finding mutual solutions.

Facilitating a Mediation Session:

Suggest bringing in a neutral third party to mediate the conversation and help find a common ground.

☐

Organizing a Brainstorming Session:

Collaborate with trusted colleagues to brainstorm potential solutions to the issue at hand, ensuring everyone's voice is heard.

☐

Implementing a Feedback Loop:

Create a structured feedback loop where team members can regularly share their concerns and suggestions in a safe environment.

☐

Developing Shared Goals:

Work with the involved parties to establish shared goals that everyone can work towards, fostering a sense of unity.

☐

Participating in Team-Building Activities:

Engage in activities that build trust and camaraderie among team members, which can help in resolving underlying tensions.

☐

STRATEGIC AVOIDANCE METHODS

For individuals who prefer to manage conflict by minimizing direct confrontation, which can also suit both introverted and extroverted personalities depending on the context.

Creating Physical Distance:

If possible, rearrange your workspace to minimize contact with the person causing conflict, allowing you to focus better on your work.

☐

Utilizing Scheduled Breaks:

Take regular breaks to clear your mind and reduce stress from the conflict, enabling you to return with a fresh perspective.

☐

Engaging in Positive Activities:

Focus on positive interactions and activities within the workplace that boost your morale and reduce the impact of the conflict.

☐

Practicing Selective Engagement:

Limit your interactions with the individual to only necessary work-related communications, avoiding personal or unnecessary exchanges.

☐

Redirecting Conversations:

If a conversation is heading towards conflict, steer it back to neutral or positive topics to prevent escalation.

☐

NOTES FOR STRATEGY AND FOLLOW UP

2

Month/Year 29-May-2024

Incident Date:

Incident Time:

Where it Happened:

Context as Evidence #1:

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Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

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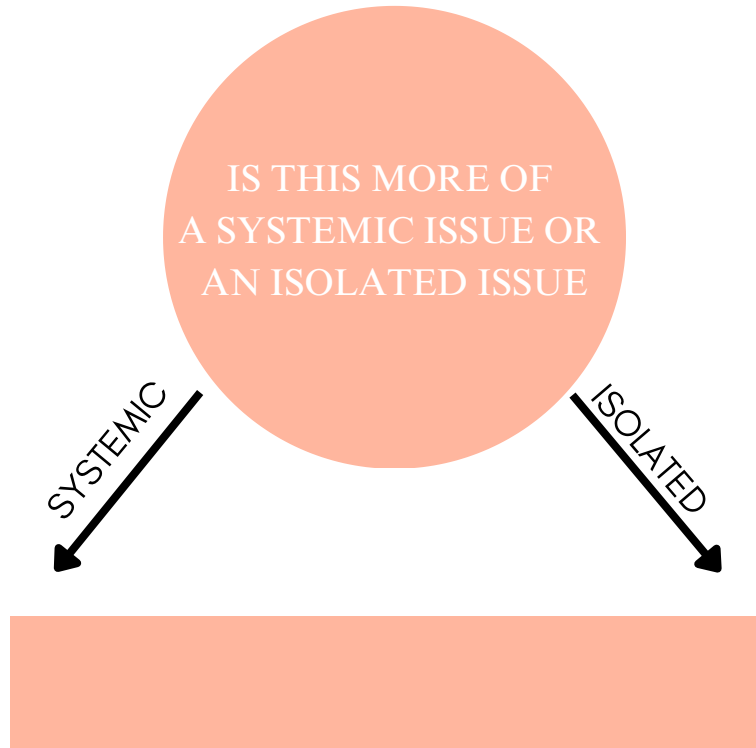
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TIER 2	
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TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

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TIER 2

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TIER 3

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Who They Report To:

Has there been previous incidents with this employee?

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Interrupting Your Response	☐	☐	☐
Intimidating	☐	☐	☐
Staring You "Up and Down"	☐	☐	☐



MENTAL HEALTH CHECK

Take A Deep Breathe and Exhale.
I am checking in on myself
because my mental health
deserves to be prioritized.

OBSERVATIONS: Your Behavior

It is so important to pay attention to how you are physically, emotionally and mentally responding to any toxic incident. You are making a note of this to identify any patterns in how you are being affected by these incidents. Do you notice you are showing signs of growing anxiety? Are you left feeling frustrated and stressed? Were you calm? What was the tone of your delivery?

When I saw the individual approaching me I was acting, feeling and thinking...

While the toxic incident was unfolding I was acting, feeling and thinking...

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INCIDENT ANALYSIS

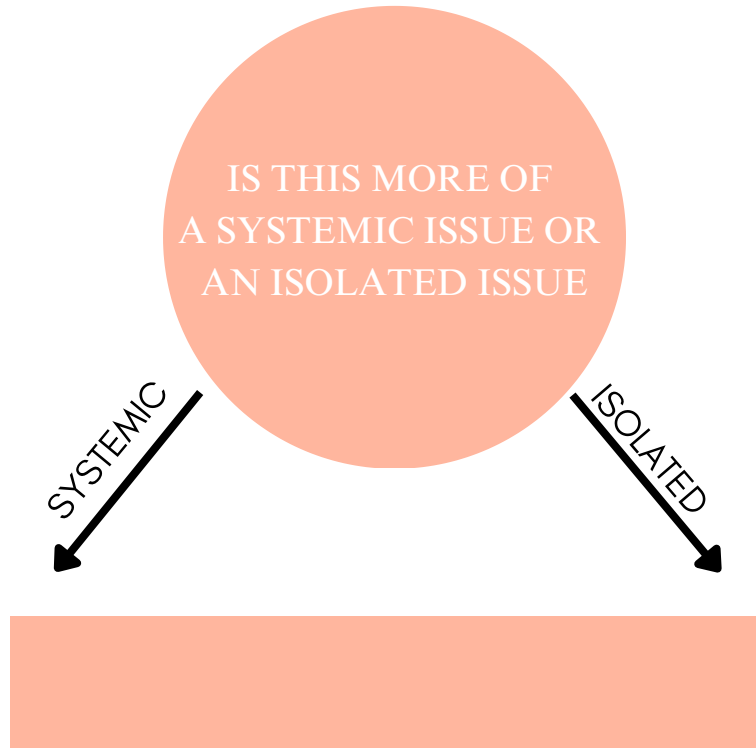
OBSERVATION: Isolated Toxic Signs

Retaliation for Reporting Workplace Issues	☐
Lack of Support from a Direct Supervisor	☐
Micromanagement by A Single Employee from TIER 1, 2 or 3	☐
Mismanagement of Workload by Any Employee from TIER 2 or 3	☐
Unfair Performance Evaluations by Any Employee from TIER 2	☐
Lack of Recognition for Individual Contributions	☐
Inadequate Training or Resources for a Specific Role	☐
Microaggressions from a Single Individual from TIER 1, 2 or 3	☐
Bullying or Harassment by a Single Individual from TIER 1, 2 or 3	☐
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Personality Conflicts with Coworkers	☐
Undermining Behavior from a Team Member	☐
Ignoring Boundaries or Personal Space by a Colleague	☐
Disregarding Work-Life Balance by an Individual	☐
Violating Company Policies by an Individual	☐
Inappropriate Behavior in Meetings or Discussions	☐
Exclusion from Social Events or Cliques	☐
Hurtful Gossiping from Employee from TIER 1, 2 or 3	☐

OBSERVATION: Systemic Toxic Signs

Lack of Diversity	☐
Failure to Address or Stop Harassment/Antagonistic Behavior & Actions	☐
Poor Company Wide Communication	☐
Absence of Employee Well-Being Program or Support	☐
Inflexible Work Policies or Practices	☐
Limited Opportunities for Career/Professional Advancement	☐
Poor Performance Management System	☐
Lack of Transparency in Decision-Making Processes	☐
Favoritism or Nepotism in Hiring and Promotion	☐
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Minimal Employee Empowerment or Autonomy (Independence)	☐

ANALYSIS



COMPANY POLICIES

Does this behaviour conflict with anything in your company's "*Code of Conduct*"

☐ No ☐ There is no information available on the "*Code of Conduct*"

If Yes- List it Here:

Will you file a report with your Manager

☐ Yes

☐ No

Will you file a report with HR:

☐ Yes

☐ No



SOLUTION SELECTION

REFLECTIVE RESPONSE STRATEGIES

For individuals who prefer to analyze and reflect before responding

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Develop a step-by-step plan on how you will address the issue over time. This can include gathering more information, seeking advice from trusted colleagues, and planning a formal meeting.

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Engaging in Self-Reflection Exercises:

Use techniques such as meditation or mindfulness to calm your mind and reflect on the best course of action while you continue monitoring future incidents

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Role-Playing Scenarios:

Practice potential conversations with a trusted friend or family member to explore different ways to handle the situation.

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PROACTIVE COMMUNICATION TACTICS

For individuals who prefer direct and assertive communication,
often suited to extroverted personalities.

Setting Up a Direct Meeting:

Schedule a face-to-face meeting with the person involved to discuss the issue openly and professionally. Or pull them aside at the right time to address it privately

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Using "I" Statements:

Frame your concerns using "I feel" statements to avoid sounding accusatory. For example, "I feel overlooked when my contributions are not acknowledged."

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Clarifying Expectations:

Clearly outline your expectations and boundaries to the other party to prevent future conflicts.

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Seeking Immediate Feedback:

After addressing the issue, ask for feedback to ensure your message was understood and to open the door for ongoing communication.

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Engaging in Active Listening:

During the discussion, make a conscious effort to listen actively to the other person's perspective without interrupting, which can help in finding a mutual resolution.

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COLLABORATIVE PROBLEM-SOLVING TECHNIQUES

For individuals who thrive on teamwork and finding mutual solutions.

Facilitating a Mediation Session:

Suggest bringing in a neutral third party to mediate the conversation and help find a common ground.

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Collaborate with trusted colleagues to brainstorm potential solutions to the issue at hand, ensuring everyone's voice is heard.

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Implementing a Feedback Loop:

Create a structured feedback loop where team members can regularly share their concerns and suggestions in a safe environment.

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Developing Shared Goals:

Work with the involved parties to establish shared goals that everyone can work towards, fostering a sense of unity.

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Participating in Team-Building Activities:

Engage in activities that build trust and camaraderie among team members, which can help in resolving underlying tensions.

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Creating Physical Distance:

If possible, rearrange your workspace to minimize contact with the person causing conflict, allowing you to focus better on your work.

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Utilizing Scheduled Breaks:

Take regular breaks to clear your mind and reduce stress from the conflict, enabling you to return with a fresh perspective.

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Engaging in Positive Activities:

Focus on positive interactions and activities within the workplace that boost your morale and reduce the impact of the conflict.

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Practicing Selective Engagement:

Limit your interactions with the individual to only necessary work-related communications, avoiding personal or unnecessary exchanges.

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Redirecting Conversations:

If a conversation is heading towards conflict, steer it back to neutral or positive topics to prevent escalation.

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NOTES FOR STRATEGY AND FOLLOW UP

4

Month/Year 29-May-2024

Incident Date:

Incident Time:

Where it Happened:

Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

TIER 1

Total

TIER 2

Total

TIER 3

Total

If Yes- were the same people during this incident present the last time ?

☐ Yes

☐ No (list below)

Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:

TIER 1
Total

TIER 2
Total

TIER 3
Total

Is this a follow-up incident after you started applying a solution strategy?

☐ Yes (Please select from options below)

☐ No (New Incident- please proceed to summary)

STAGE 1	ESCALATION: ☐
----------------	--------------------------------------

STAGE 2	RETALIATION: ☐
----------------	---------------------------------------

STAGE 3	CHRONIC CONFLICT: ☐
----------------	--

Write down the details of this incident.

It is important to note any statements or actions that made you feel uncomfortable, whether it is an isolated or systemic issue.

Begin your summary by stating what you were doing before it happened.

IMPORTANT NOTE:

If you include comments by others that were not directly involved in the incident (i.e. bystanders, or other meeting attendees), never assume the person you are quoting will admit they said it.

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INCIDENT SUMMARY

INCIDENT SUMMARY

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Looking To Tier 3 Employees for validation	☐	☐	☐
Blocking Your Path/Personal Space	☐	☐	☐
Ignoring Boundaries	☐	☐	☐
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Snatching Items From You	☐	☐	☐
Knocking On Surfaces Near You (to intimidate)	☐	☐	☐
BLAME SHIFTING - when confronted	Before	During	After
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Playing the Victim	☐	☐	☐
Shifting Blame to External Factors	☐	☐	☐
Shifting Blame On You	☐	☐	☐

Observations: Their Behavior & Actions

TONE OF VOICE (can be a mix of tones)	Before	During	After
Standard (how they speak to everyone)	☐	☐	☐
Condescending	☐	☐	☐
Infantilizing - as if you are a child	☐	☐	☐
Sarcastic	☐	☐	☐
Manipulative	☐	☐	☐
Passive-Aggressive	☐	☐	☐
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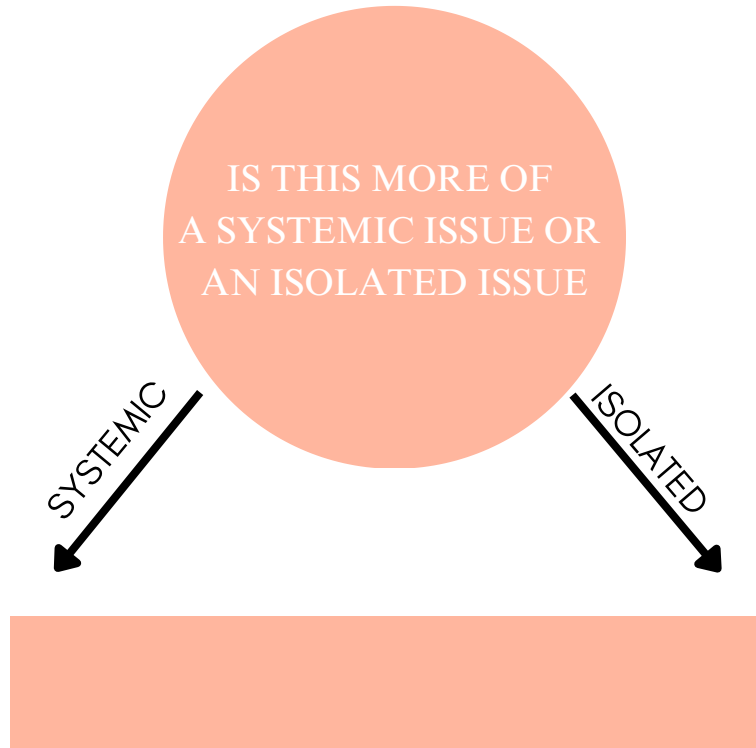
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Inappropriate Behavior in Meetings or Discussions	☐
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ANALYSIS



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NOTES FOR STRATEGY AND FOLLOW UP

5

Month/Year 29-May-2024

Incident Date:

Incident Time:

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Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

TIER 1

Total

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Total

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☐ No (list below)

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----------------	--------------------------------------

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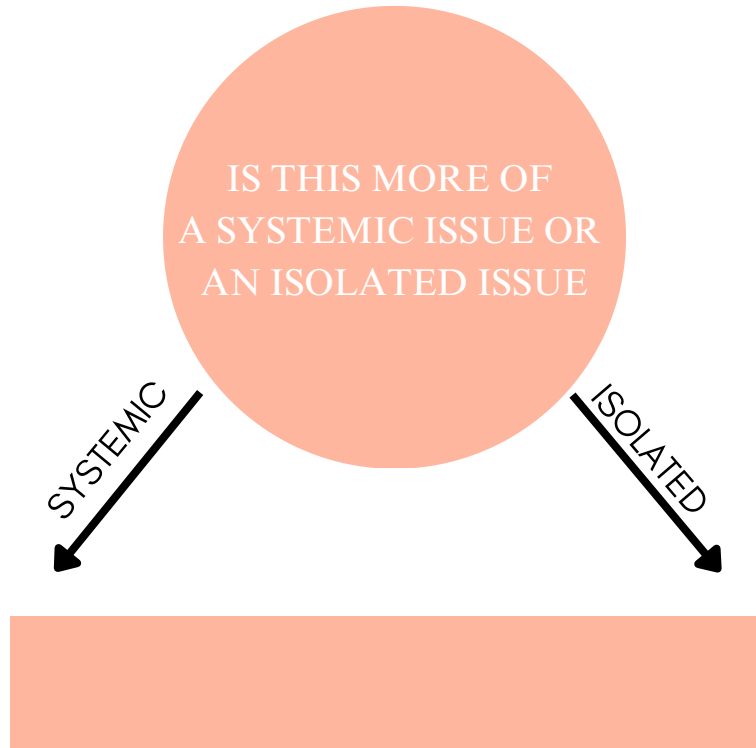
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ANALYSIS



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Implementing a Feedback Loop:

Create a structured feedback loop where team members can regularly share their concerns and suggestions in a safe environment.

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STRATEGIC AVOIDANCE METHODS

For individuals who prefer to manage conflict by minimizing direct confrontation, which can also suit both introverted and extroverted personalities depending on the context.

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If possible, rearrange your workspace to minimize contact with the person causing conflict, allowing you to focus better on your work.

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Utilizing Scheduled Breaks:

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NOTES FOR STRATEGY AND FOLLOW UP

6

Month/Year 29-May-2024

Incident Date:

Incident Time:

Where it Happened:

Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

TIER 1

Total

TIER 2

Total

TIER 3

Total

If Yes- were the same people during this incident present the last time ?

☐ Yes

☐ No (list below)

Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:

TIER 1
Total

TIER 2
Total

TIER 3
Total

Is this a follow-up incident after you started applying a solution strategy?

☐ Yes (Please select from options below)

☐ No (New Incident- please proceed to summary)

STAGE 1	ESCALATION: ☐
----------------	--------------------------------------

STAGE 2	RETALIATION: ☐
----------------	---------------------------------------

STAGE 3	CHRONIC CONFLICT: ☐
----------------	--

Write down the details of this incident.

It is important to note any statements or actions that made you feel uncomfortable, whether it is an isolated or systemic issue.

Begin your summary by stating what you were doing before it happened.

IMPORTANT NOTE:

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INCIDENT SUMMARY

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INCIDENT SUMMARY

INCIDENT SUMMARY

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When you feel functionally at ease- think about the incident and if any of the following applied at any point BEFORE, DURING or AFTER

PHYSICAL GESTURES	Before	During	After
Looking Around to Avoid Witnesses	☐	☐	☐
Looking To Tier 1 Employees for validation	☐	☐	☐
Looking To Tier 2 Employees for validation	☐	☐	☐
Looking To Tier 3 Employees for validation	☐	☐	☐
Blocking Your Path/Personal Space	☐	☐	☐
Ignoring Boundaries	☐	☐	☐
Walking Awaying As You Respond	☐	☐	☐
Snatching Items From You	☐	☐	☐
Knocking On Surfaces Near You (to intimidate)	☐	☐	☐
BLAME SHIFTING - when confronted	Before	During	After
Denying or Distorting What Happened	☐	☐	☐
Deflection/Changes Topic	☐	☐	☐
Acting Offended	☐	☐	☐
Acting Shocked/Surprised	☐	☐	☐
Selective Memory	☐	☐	☐
Playing the Victim	☐	☐	☐
Shifting Blame to External Factors	☐	☐	☐
Shifting Blame On You	☐	☐	☐

Observations: Their Behavior & Actions

TONE OF VOICE (can be a mix of tones)	Before	During	After
Standard (how they speak to everyone)	☐	☐	☐
Condescending	☐	☐	☐
Infantilizing - as if you are a child	☐	☐	☐
Sarcastic	☐	☐	☐
Manipulative	☐	☐	☐
Passive-Aggressive	☐	☐	☐
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Loud Hysterical Laughter (others can hear)	☐	☐	☐
Quiet Snicker Laughter (only you can hear)	☐	☐	☐
Eye Rolling	☐	☐	☐
Heavy Sighing	☐	☐	☐
Interrupting Your Response	☐	☐	☐
Intimidating	☐	☐	☐
Staring You "Up and Down"	☐	☐	☐



MENTAL HEALTH CHECK

Take A Deep Breathe and Exhale.
I am checking in on myself
because my mental health
deserves to be prioritized.

OBSERVATIONS: Your Behavior

It is so important to pay attention to how you are physically, emotionally and mentally responding to any toxic incident. You are making a note of this to identify any patterns in how you are being affected by these incidents. Do you notice you are showing signs of growing anxiety? Are you left feeling frustrated and stressed? Were you calm? What was the tone of your delivery?

When I saw the individual approaching me I was acting, feeling and thinking...

While the toxic incident was unfolding I was acting, feeling and thinking...

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INCIDENT ANALYSIS

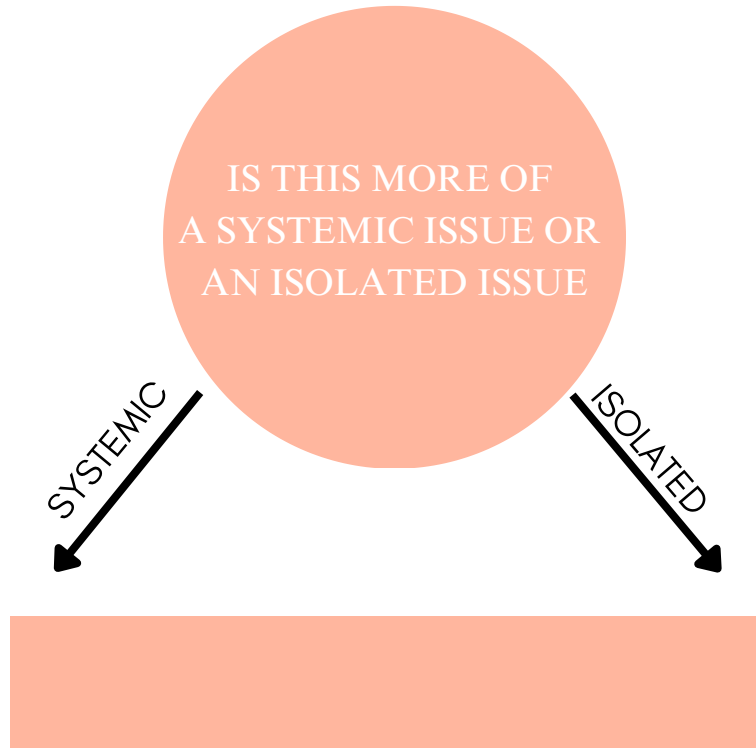
OBSERVATION: Isolated Toxic Signs

Retaliation for Reporting Workplace Issues	☐
Lack of Support from a Direct Supervisor	☐
Micromanagement by A Single Employee from TIER 1, 2 or 3	☐
Mismanagement of Workload by Any Employee from TIER 2 or 3	☐
Unfair Performance Evaluations by Any Employee from TIER 2	☐
Lack of Recognition for Individual Contributions	☐
Inadequate Training or Resources for a Specific Role	☐
Microaggressions from a Single Individual from TIER 1, 2 or 3	☐
Bullying or Harassment by a Single Individual from TIER 1, 2 or 3	☐
Spreading Rumors or Gossip by a Single Employee from TIER 1, 2 or 3	☐
Discrimination Based on Personal Characteristics	☐
Favoritism Shown to a Single Employee	☐
Personality Conflicts with Coworkers	☐
Undermining Behavior from a Team Member	☐
Ignoring Boundaries or Personal Space by a Colleague	☐
Disregarding Work-Life Balance by an Individual	☐
Violating Company Policies by an Individual	☐
Inappropriate Behavior in Meetings or Discussions	☐
Exclusion from Social Events or Cliques	☐
Hurtful Gossiping from Employee from TIER 1, 2 or 3	☐

OBSERVATION: Systemic Toxic Signs

Lack of Diversity	☐
Failure to Address or Stop Harassment/Antagonistic Behavior & Actions	☐
Poor Company Wide Communication	☐
Absence of Employee Well-Being Program or Support	☐
Inflexible Work Policies or Practices	☐
Limited Opportunities for Career/Professional Advancement	☐
Poor Performance Management System	☐
Lack of Transparency in Decision-Making Processes	☐
Favoritism or Nepotism in Hiring and Promotion	☐
Low Employee Engagement and Morale	☐
Poor/Limited Training and Onboarding	☐
Resistance to Change or Innovation	☐
Toxic Leadership Practices	☐
Ignoring Employee Feedback	☐
Lack of Recognition and Rewards	☐
Unsafe or Unhealthy Working Conditions	☐
High-Turnover Rate Among New Hires/Increasing Exit of Older Employees	☐
Minimal Employee Empowerment or Autonomy (Independence)	☐

ANALYSIS



COMPANY POLICIES

Does this behaviour conflict with anything in your company's "*Code of Conduct*"

☒ No ☐ There is no information available on the "*Code of Conduct*"

If Yes- List it Here:

Will you file a report with your Manager

☐

Yes

☐

No

Will you file a report with HR:

☐

Yes

☐

No



SOLUTION SELECTION

REFLECTIVE RESPONSE STRATEGIES

For individuals who prefer to analyze and reflect before responding

Journaling the Incident:

Write down the incident in detail, including how it made you feel and what you think caused the conflict. This helps in gaining clarity and preparing for a measured response.

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Drafting a Thoughtful Email:

Instead of an immediate confrontation, draft a calm and professional email addressing the issue. Review it multiple times (ask ChatGPT) before sending to ensure it conveys your points effectively without sounding accusatory.

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Creating a Personal Action Plan:

Develop a step-by-step plan on how you will address the issue over time. This can include gathering more information, seeking advice from trusted colleagues, and planning a formal meeting.

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Engaging in Self-Reflection Exercises:

Use techniques such as meditation or mindfulness to calm your mind and reflect on the best course of action while you continue monitoring future incidents

☐

Role-Playing Scenarios:

Practice potential conversations with a trusted friend or family member to explore different ways to handle the situation.

☐

PROACTIVE COMMUNICATION TACTICS

For individuals who prefer direct and assertive communication,
often suited to extroverted personalities.

Setting Up a Direct Meeting:

Schedule a face-to-face meeting with the person involved to discuss the issue openly and professionally. Or pull them aside at the right time to address it privately

☐

Using "I" Statements:

Frame your concerns using "I feel" statements to avoid sounding accusatory. For example, "I feel overlooked when my contributions are not acknowledged."

☐

Clarifying Expectations:

Clearly outline your expectations and boundaries to the other party to prevent future conflicts.

☐

Seeking Immediate Feedback:

After addressing the issue, ask for feedback to ensure your message was understood and to open the door for ongoing communication.

☐

Engaging in Active Listening:

During the discussion, make a conscious effort to listen actively to the other person's perspective without interrupting, which can help in finding a mutual resolution.

☐

COLLABORATIVE PROBLEM-SOLVING TECHNIQUES

For individuals who thrive on teamwork and finding mutual solutions.

Facilitating a Mediation Session:

Suggest bringing in a neutral third party to mediate the conversation and help find a common ground.

☐

Organizing a Brainstorming Session:

Collaborate with trusted colleagues to brainstorm potential solutions to the issue at hand, ensuring everyone's voice is heard.

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Create a structured feedback loop where team members can regularly share their concerns and suggestions in a safe environment.

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Work with the involved parties to establish shared goals that everyone can work towards, fostering a sense of unity.

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NOTES FOR STRATEGY AND FOLLOW UP



7

Month/Year 29-May-2024

Incident Date:

Incident Time:

Where it Happened:

Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1

Total

TIER 2

Total

TIER 3

Total

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

TIER 1

Total

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Total

If Yes- were the same people during this incident present the last time ?

☐ Yes

☐ No (list below)

Name:	Position:
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Is this a follow-up incident after you started applying a solution strategy?

☐ Yes (Please select from options below)

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STAGE 1	ESCALATION: ☐
----------------	--------------------------------------

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----------------	---------------------------------------

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----------------	--

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INCIDENT ANALYSIS

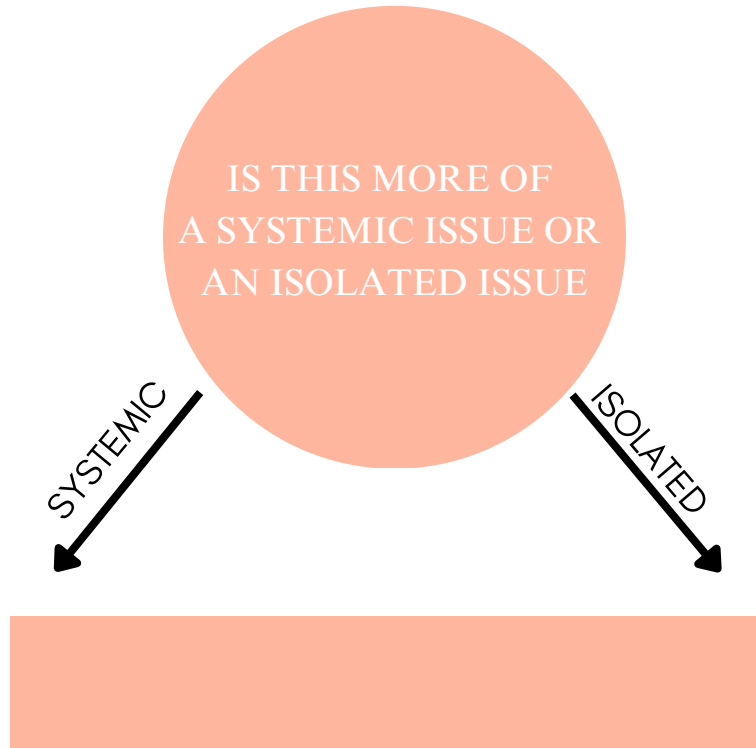
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Lack of Recognition for Individual Contributions	☐
Inadequate Training or Resources for a Specific Role	☐
Microaggressions from a Single Individual from TIER 1, 2 or 3	☐
Bullying or Harassment by a Single Individual from TIER 1, 2 or 3	☐
Spreading Rumors or Gossip by a Single Employee from TIER 1, 2 or 3	☐
Discrimination Based on Personal Characteristics	☐
Favoritism Shown to a Single Employee	☐
Personality Conflicts with Coworkers	☐
Undermining Behavior from a Team Member	☐
Ignoring Boundaries or Personal Space by a Colleague	☐
Disregarding Work-Life Balance by an Individual	☐
Violating Company Policies by an Individual	☐
Inappropriate Behavior in Meetings or Discussions	☐
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Hurtful Gossiping from Employee from TIER 1, 2 or 3	☐

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Lack of Transparency in Decision-Making Processes	☐
Favoritism or Nepotism in Hiring and Promotion	☐
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Poor/Limited Training and Onboarding	☐
Resistance to Change or Innovation	☐
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Lack of Recognition and Rewards	☐
Unsafe or Unhealthy Working Conditions	☐
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ANALYSIS



COMPANY POLICIES

Does this behaviour conflict with anything in your company's "*Code of Conduct*"

☐ No ☐ There is no information available on the "*Code of Conduct*"

If Yes- List it Here:

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☐ Yes ☐ No

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NOTES FOR STRATEGY AND FOLLOW UP

8

Month/Year 29-May-2024

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Physical Evidence Available: ☐ Yes ☐ No

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TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

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If Yes- Lists Them Below

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Name:

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Name:

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Fake Smiling	☐	☐	☐
Loud Hysterical Laughter (others can hear)	☐	☐	☐
Quiet Snicker Laughter (only you can hear)	☐	☐	☐
Eye Rolling	☐	☐	☐
Heavy Sighing	☐	☐	☐
Interrupting Your Response	☐	☐	☐
Intimidating	☐	☐	☐
Staring You "Up and Down"	☐	☐	☐



MENTAL HEALTH CHECK

Take A Deep Breathe and Exhale.
I am checking in on myself
because my mental health
deserves to be prioritized.

OBSERVATIONS: Your Behavior

It is so important to pay attention to how you are physically, emotionally and mentally responding to any toxic incident. You are making a note of this to identify any patterns in how you are being affected by these incidents. Do you notice you are showing signs of growing anxiety? Are you left feeling frustrated and stressed? Were you calm? What was the tone of your delivery?

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INCIDENT ANALYSIS

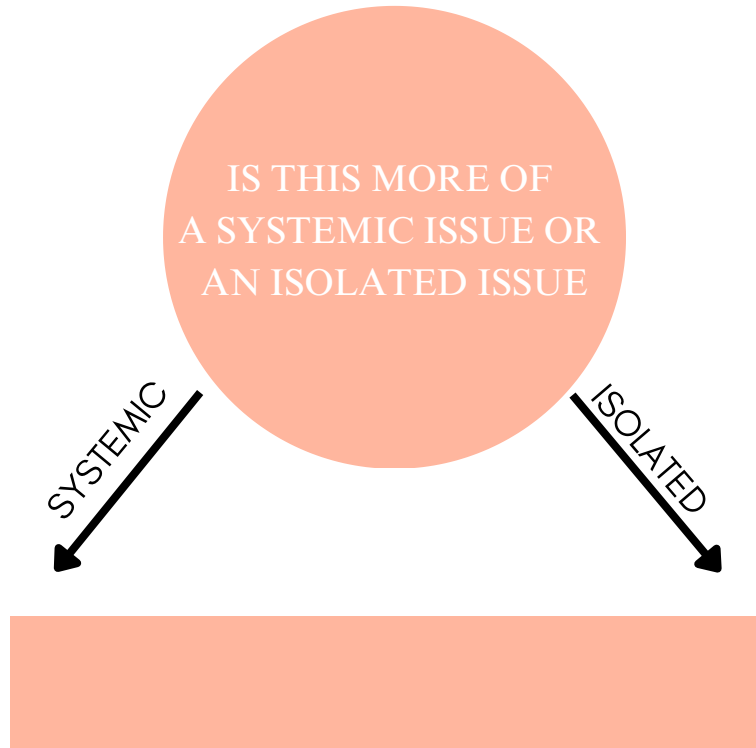
OBSERVATION: Isolated Toxic Signs

Retaliation for Reporting Workplace Issues	☐
Lack of Support from a Direct Supervisor	☐
Micromanagement by A Single Employee from TIER 1, 2 or 3	☐
Mismanagement of Workload by Any Employee from TIER 2 or 3	☐
Unfair Performance Evaluations by Any Employee from TIER 2	☐
Lack of Recognition for Individual Contributions	☐
Inadequate Training or Resources for a Specific Role	☐
Microaggressions from a Single Individual from TIER 1, 2 or 3	☐
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Ignoring Boundaries or Personal Space by a Colleague	☐
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Inappropriate Behavior in Meetings or Discussions	☐
Exclusion from Social Events or Cliques	☐
Hurtful Gossiping from Employee from TIER 1, 2 or 3	☐

OBSERVATION: Systemic Toxic Signs

Lack of Diversity	☐
Failure to Address or Stop Harassment/Antagonistic Behavior & Actions	☐
Poor Company Wide Communication	☐
Absence of Employee Well-Being Program or Support	☐
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Limited Opportunities for Career/Professional Advancement	☐
Poor Performance Management System	☐
Lack of Transparency in Decision-Making Processes	☐
Favoritism or Nepotism in Hiring and Promotion	☐
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High-Turnover Rate Among New Hires/Increasing Exit of Older Employees	☐
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ANALYSIS



COMPANY POLICIES

Does this behaviour conflict with anything in your company's "*Code of Conduct*"

☐ No ☐ There is no information available on the "*Code of Conduct*"

If Yes- List it Here:

Will you file a report with your Manager

☐ Yes ☐ No

Will you file a report with HR:

☐ Yes ☐ No



SOLUTION SELECTION

REFLECTIVE RESPONSE STRATEGIES

For individuals who prefer to analyze and reflect before responding

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Develop a step-by-step plan on how you will address the issue over time. This can include gathering more information, seeking advice from trusted colleagues, and planning a formal meeting.

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Use techniques such as meditation or mindfulness to calm your mind and reflect on the best course of action while you continue monitoring future incidents

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Role-Playing Scenarios:

Practice potential conversations with a trusted friend or family member to explore different ways to handle the situation.

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PROACTIVE COMMUNICATION TACTICS

For individuals who prefer direct and assertive communication,
often suited to extroverted personalities.

Setting Up a Direct Meeting:

Schedule a face-to-face meeting with the person involved to discuss the issue openly and professionally. Or pull them aside at the right time to address it privately

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Using "I" Statements:

Frame your concerns using "I feel" statements to avoid sounding accusatory. For example, "I feel overlooked when my contributions are not acknowledged."

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Clarifying Expectations:

Clearly outline your expectations and boundaries to the other party to prevent future conflicts.

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Seeking Immediate Feedback:

After addressing the issue, ask for feedback to ensure your message was understood and to open the door for ongoing communication.

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Engaging in Active Listening:

During the discussion, make a conscious effort to listen actively to the other person's perspective without interrupting, which can help in finding a mutual resolution.

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For individuals who thrive on teamwork and finding mutual solutions.

Facilitating a Mediation Session:

Suggest bringing in a neutral third party to mediate the conversation and help find a common ground.

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Implementing a Feedback Loop:

Create a structured feedback loop where team members can regularly share their concerns and suggestions in a safe environment.

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Developing Shared Goals:

Work with the involved parties to establish shared goals that everyone can work towards, fostering a sense of unity.

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Engage in activities that build trust and camaraderie among team members, which can help in resolving underlying tensions.

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Creating Physical Distance:

If possible, rearrange your workspace to minimize contact with the person causing conflict, allowing you to focus better on your work.

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Utilizing Scheduled Breaks:

Take regular breaks to clear your mind and reduce stress from the conflict, enabling you to return with a fresh perspective.

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Engaging in Positive Activities:

Focus on positive interactions and activities within the workplace that boost your morale and reduce the impact of the conflict.

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Limit your interactions with the individual to only necessary work-related communications, avoiding personal or unnecessary exchanges.

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Redirecting Conversations:

If a conversation is heading towards conflict, steer it back to neutral or positive topics to prevent escalation.

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NOTES FOR STRATEGY AND FOLLOW UP

9

Month/Year 29-May-2024

Incident Date:

Incident Time:

Where it Happened:

Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

How many people from each TIER of your work environment witnessed it?

TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

☐ No

☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

Name:

Position:

TIER 1

Total

TIER 2

Total

TIER 3

Total

If Yes- were the same people during this incident present the last time ?

☐ Yes

☐ No (list below)

Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:

TIER 1
Total

TIER 2
Total

TIER 3
Total

Is this a follow-up incident after you started applying a solution strategy?

☐ Yes (Please select from options below)

☐ No (New Incident- please proceed to summary)

STAGE 1	ESCALATION: ☐
----------------	--------------------------------------

STAGE 2	RETALIATION: ☐
----------------	---------------------------------------

STAGE 3	CHRONIC CONFLICT: ☐
----------------	--

Write down the details of this incident.

It is important to note any statements or actions that made you feel uncomfortable, whether it is an isolated or systemic issue.

Begin your summary by stating what you were doing before it happened.

IMPORTANT NOTE:

If you include comments by others that were not directly involved in the incident (i.e. bystanders, or other meeting attendees), never assume the person you are quoting will admit they said it.

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INCIDENT SUMMARY

INCIDENT SUMMARY

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Looking To Tier 2 Employees for validation	☐	☐	☐
Looking To Tier 3 Employees for validation	☐	☐	☐
Blocking Your Path/Personal Space	☐	☐	☐
Ignoring Boundaries	☐	☐	☐
Walking Awaying As You Respond	☐	☐	☐
Snatching Items From You	☐	☐	☐
Knocking On Surfaces Near You (to intimidate)	☐	☐	☐
BLAME SHIFTING - when confronted	Before	During	After
Denying or Distorting What Happened	☐	☐	☐
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TONE OF VOICE (can be a mix of tones)	Before	During	After
Standard (how they speak to everyone)	☐	☐	☐
Condescending	☐	☐	☐
Infantilizing - as if you are a child	☐	☐	☐
Sarcastic	☐	☐	☐
Manipulative	☐	☐	☐
Passive-Aggressive	☐	☐	☐
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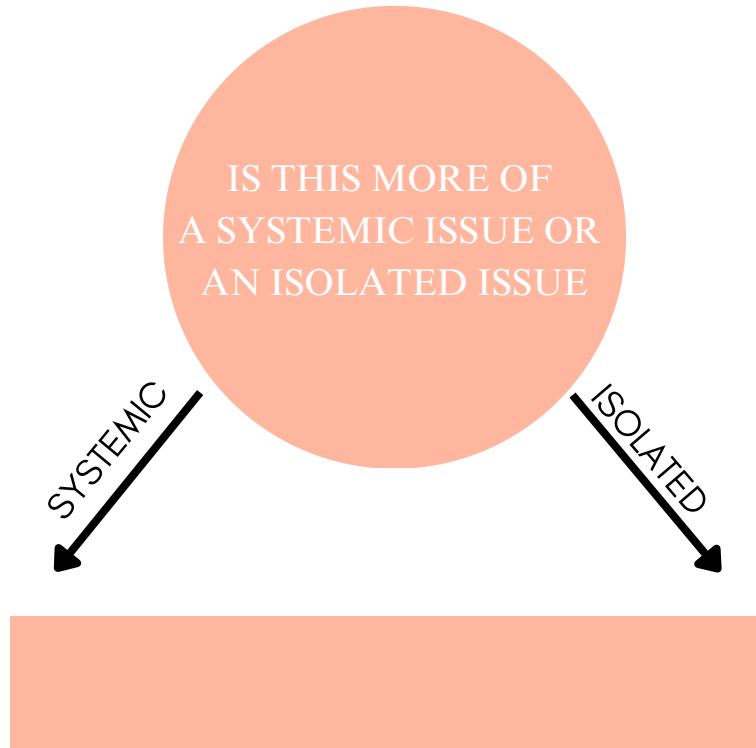
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Violating Company Policies by an Individual	☐
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ANALYSIS



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☐ No

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NOTES FOR STRATEGY AND FOLLOW UP

10

Month/Year 29-May-2024

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Context as Evidence #1:

Context as Evidence #2:

Context as Evidence #3:

Physical Evidence Available: ☐ Yes ☐ No

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TIER 1	
Total	

TIER 2	
Total	

TIER 3	
Total	

Employee's Name:

Employee's Position:

TIER 1

☐

TIER 2

☐

TIER 3

☐

Who They Report To:

Has there been previous incidents with this employee?

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☐ Yes - Total Incidents To Date

Did any other employees **join in or participate** during the incident?

☐ Yes

☐ No

If Yes- Lists Them Below

Name:

Position:

Name:

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Name:

Position:

Name:

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Name:

Position:

TIER 1

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Total

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----------------	--------------------------------------

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----------------	--

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Eye Rolling	☐	☐	☐
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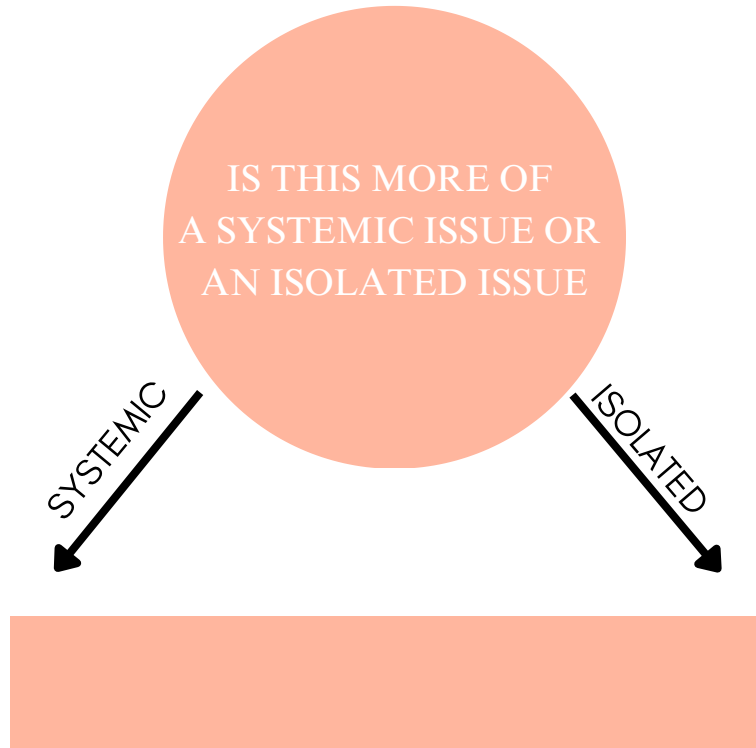
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ANALYSIS



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☐ Yes ☐ No

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☐

COLLABORATIVE PROBLEM-SOLVING TECHNIQUES

For individuals who thrive on teamwork and finding mutual solutions.

Facilitating a Mediation Session:

Suggest bringing in a neutral third party to mediate the conversation and help find a common ground.

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Organizing a Brainstorming Session:

Collaborate with trusted colleagues to brainstorm potential solutions to the issue at hand, ensuring everyone's voice is heard.

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Implementing a Feedback Loop:

Create a structured feedback loop where team members can regularly share their concerns and suggestions in a safe environment.

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Developing Shared Goals:

Work with the involved parties to establish shared goals that everyone can work towards, fostering a sense of unity.

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Participating in Team-Building Activities:

Engage in activities that build trust and camaraderie among team members, which can help in resolving underlying tensions.

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STRATEGIC AVOIDANCE METHODS

For individuals who prefer to manage conflict by minimizing direct confrontation, which can also suit both introverted and extroverted personalities depending on the context.

Creating Physical Distance:

If possible, rearrange your workspace to minimize contact with the person causing conflict, allowing you to focus better on your work.

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Utilizing Scheduled Breaks:

Take regular breaks to clear your mind and reduce stress from the conflict, enabling you to return with a fresh perspective.

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Engaging in Positive Activities:

Focus on positive interactions and activities within the workplace that boost your morale and reduce the impact of the conflict.

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Practicing Selective Engagement:

Limit your interactions with the individual to only necessary work-related communications, avoiding personal or unnecessary exchanges.

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Redirecting Conversations:

If a conversation is heading towards conflict, steer it back to neutral or positive topics to prevent escalation.

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NOTES FOR STRATEGY AND FOLLOW UP

DEFINITIONS

CHRONIC CONFLICT

Ongoing old or new behavior and unresolved conflict that persists despite attempts to resolve it.

ESCALATION

When the same behavior worsens or becomes more intense after attempting to address it.

ISSUES-Systemic

widespread problems rooted in the company's policies, culture, or practices, affecting many employees across the organization

ISSUES-Isolated

Affecting individual employees or small groups, typically linked to particular people or situations.

RETALIATION

The new behavior is in response to your efforts to address or report the issue

TIER 1 Employees

Owners, Partners, C-Suite Executives

TIER 2 Employees

Middle Management, Supervisors, Assistant Managers Team Leads

TIER 3 Employees

Colleagues/Team Members(Non-leadership roles)

What is "Context As Evidence"

means using the surrounding details and circumstances of a situation to help understand and prove what happened. It involves looking at the bigger picture and all the related factors to get a complete and accurate understanding of an event or behavior.

Where It Happened

Format this information by office location and the specific environment of the incident. For example: IN-OFFICE: At my cubicle desk or REMOTELY: During Teams Meeting "Department Updates"



UNMUTED  EVIDENCE

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**YOUR
TIME
IS
NOW**