

Contents

Preface	v
1. An Introduction to Revenge in the Workplace	1
2. Peering into the Soul of Discontent: The Phenomenon of Revenge	17
3. Three Triggers of Revenge: Why People Try to Get Even	41
4. You Started It! The Mind Game Inside the Blame Game	65
5. “I’m as Mad as Hell and I’m not Going to Take It Anymore!”: Understanding the Motivating Power of Righteous Anger	93
6. You Started It—But I’ll Finish It! How People Get Even	109
7. Preventing Revenge Before It Happens: Practical Advice for Managers—And Would-Be Avengers	143
8. Moving Beyond Revenge: Don’t Get Mad, Don’t Get Even—Get Ahead	171
Bibliography	187
Notes	199
About the Authors	221
Index	223



To Jodi, Chloe, and Charlie, and to Susan, Kelly, and Brian

