# 3 Vital Questions ®: Transforming Workplace Drama

Welcome! We'll begin at 1300.

Abby Straus 413-687-4433 straus@maverickandboutique.com









# To Maximize Our Time Together

#### Please...

- Stay fully engaged for the whole session.
- Close email and other applications entirely.
   Silence your phone and notifications.
- Mute yourself when you're not talking.
- Leave your video on.
- Move into Gallery View if you're not already so you can see others.
- Please remember that we are on open channels so only <u>unclassified conversation</u>.



# **Topics for Today**

- 1. Identify our experience of drama
- 2. Review the 3 Vital Questions®
- 3. Explore the shift from Drama to Empowerment
- 4. Understand drama and its triggers
- 5. Apply the three Vital Questions on the job and elsewhere





**Our Experience of Drama** 

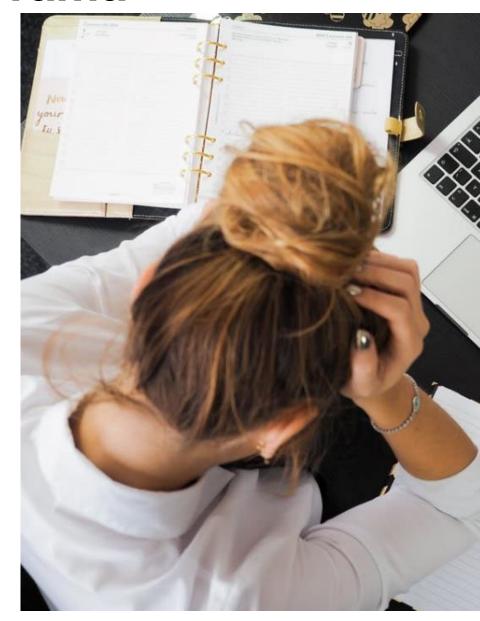
"We hire workers...and people show up!"

CEO of a Large US Health System

#### **Breakout Conversation:**

Where are you experiencing ongoing people/behavior problems (drama) at work or elsewhere, and how is it affecting your, and others', productivity and happiness?

Please make note of your room # and appoint a spokesperson to take notes and report out for the group.

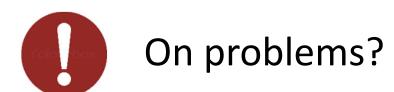


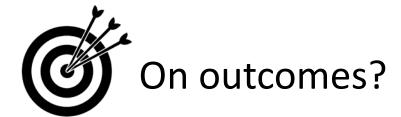


#### Review the 3 Vital Questions®

Question #1:

Where am I placing my focus?





# Focus Behavior Inner-State

**FISBE** 



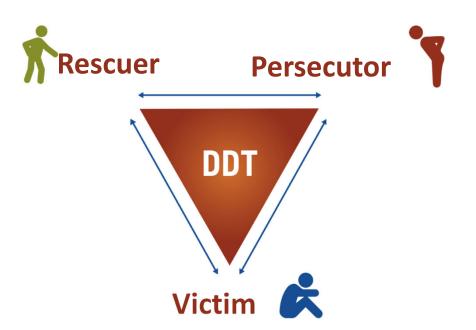
### Review the 3 Vital Questions®

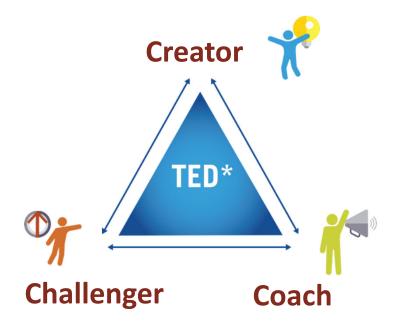
Question #2:

How am I relating?

The Drama Triangle

The Empowerment Dynamic



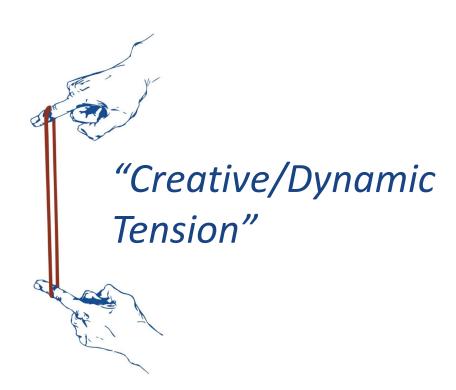




## Review the 3 Vital Questions®

**Question #3:** 

What actions am I taking?





"Baby Steps"



## **Understanding Drama**

#### Reactive *Triggers:*

- Environment or physical space (a stuffy room, noisy background)
- Situation (time constraints, challenging tasks)
- Another person (strained collaborations, aggressive attitudes, unrealistic expectations from your manager or project sponsor, different thinking styles)

#### Reactive Strategies:

- Withdrawing and going silent
- Speeding up efforts
- Stalling or procrastinating
- Being aggressive or lashing out
- Becoming overly emotional
- Over accommodating

You can choose to "Pass" or "Play"



# **Understanding Drama**

#### The Science Behind Reactive Behavior

Amygdala uses 2/3 of its neurons to scan the environment for threats and problems.

If amygdala perceives a threat, its survival mechanism kicks in and can take control over your behavior. This is called Amygdala (or Emotional) Hijacking.

 On Average 20 mins.
 THINKING BRAIN to regain control over
 EMOTIONAL BRAIN 1. BRAIN
(AMYGDALA)
Alerted by External
Stimuli

2. Bypasses the LOGIC CENTER goes straight to the PRIMITIVE BRAIN

As blood pumps,
 MORE HORMONES produced creating more Stress/Reactivity

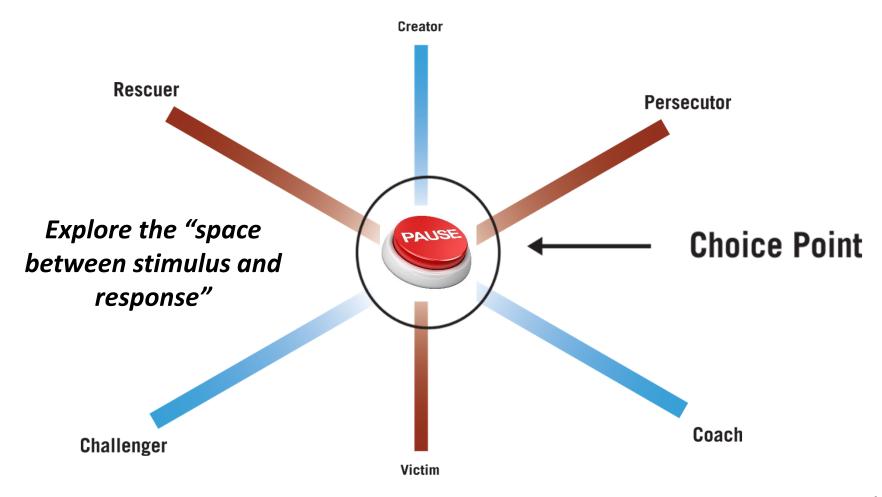
Brain Triggers ADRENALINECORTISOL Hormones

4. Blood pumps faster. CARDIOVASCULAR increase Talk Louder & Quicker!



## Making Shifts Happen

#### **DDT to TED\*: An Exercise in Mindfulness**





# Making Shifts Happen

**Creator** 



**Central Question** 

**Essential Shift** 

What do I want?

**Reacting** → **Choosing** 

Challenger



What is my intention?

Putting down →
Building up/Learning

Coach



How am I seeing the other?

Telling → Asking



# **Making Shifts Happen**

Internal: within yourself; how you "meet" your experience

**External**: your relationship to others; how you interact with others

Shifts are a conscious choice: We cannot force others to make shifts happen in their own lives!



What drama role is represented in each item below, and how might we shift from Drama to the Empowerment Dynamic (TED\*)?

- 1. Things would be fine around here if it weren't for our new team lead.
- 2. That's the worst report I've ever seen! What's wrong with you?
- It's not my fault I'm late all the time. There's traffic and my kids and the weather's been terrible lately.
- 4. It's OK, Jennell, I'll write that report for you so you can have dinner with your friends. I do it all the time.







## To operate from TED\* we: Cultivate an outcome orientation Make clear agreements and hold each other accountable Maintain solid boundaries Practice giving and receiving constructive feedback Practice self care including mindfulness Develop shared language to be able to talk about feelings and resolve issues

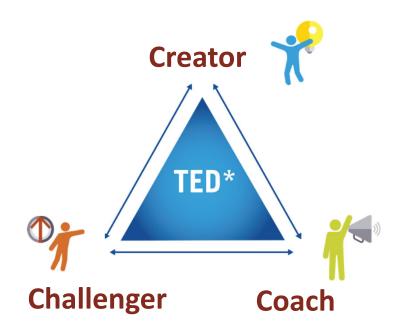


"Leaders must either invest a reasonable amount of time attending to fears and feelings or squander an unreasonable amount of time trying to manage ineffective and unproductive behavior."

Brené Brown, Dare to Lead



#### The Empowerment Dynamic



#### COURAGE + VULNERABILITY\*

\*Vulnerability = The emotion we experience in times of uncertainty, risk and emotional exposure.



**Create shared language:** 

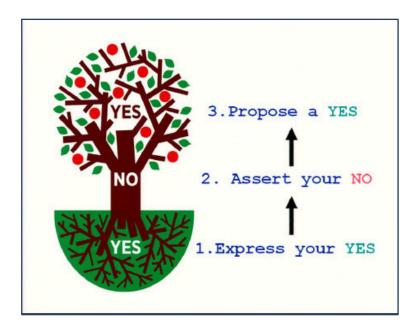
BRAVING Trust

**B**oundaries **R**eliability **A**ccountability **V**ault Integrity Non-judgement Generosity

https://www.youtube.com/watch?v=0SqFiTeka I



# Practice saying "No":

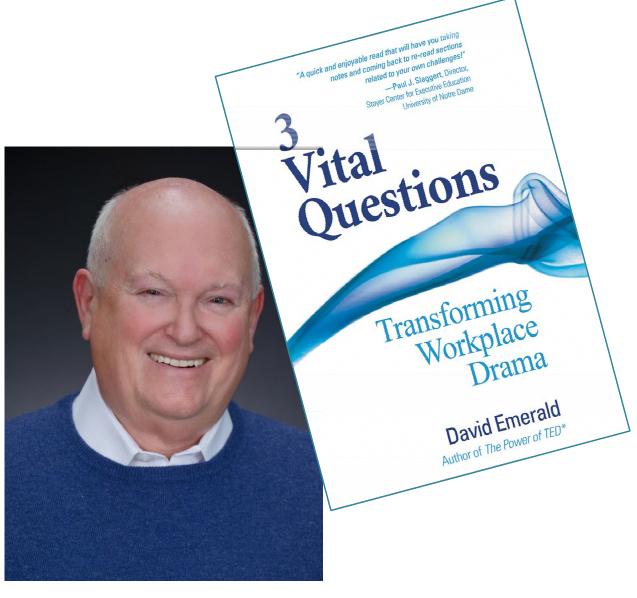


From the coauthor of Getting to Yes comes THE POWER OF A Positive No SAVE THE DEA SAVE THE RELATION AND STILL SAY NO William Ur Cofounder, Harvard's Program or "If I'd...used this book for the last twen doubtless avoided innumerable heart; tattered personal and profession -Tom Peters, author of

https://www.youtube.com/watch?v=OvrW-jTVCvE



# Read a book Together:





# What shift would you like to create from DDT to TED\*?

#### 1. VISION



"Creative tension" between your goal and current reality

What would I love to create? How would I describe it in detail?



What assets do I have that I might leverage to achieve my goal: people, professional opportunities, life experience, etc.?

#### 5. FIRST STEPS



What are the first steps I will take toward achieving my goal?

#### 4. CHALLENGES



What challenges do I face, and how might I turn them into/reframe them as opportunities for learning and growth?

#### 2. CURRENT REALITY

Where am I now in relation to my goal?



#### Recap



- 1. Drama is part of life, but it doesn't have to be what life is about
- 2. The 3 Vital Questions support us in transforming drama and gives us language to talk about it
- 3. By becoming aware of triggers and our DDT behaviors we can choose TED\*
- 4. We can't change anyone else, but we can offer support for change
- 5. By cultivating conscious practices, we can prevent drama and speed up the shift from DDT to TED\*



#### Reflection

What resonated most for you today?



