

3 Vital Questions[®] : Transforming Workplace Drama

Welcome!

We'll begin at 1300.

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DAU



MAVERICK &
BOUTIQUE

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 unclassified conversation.



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?

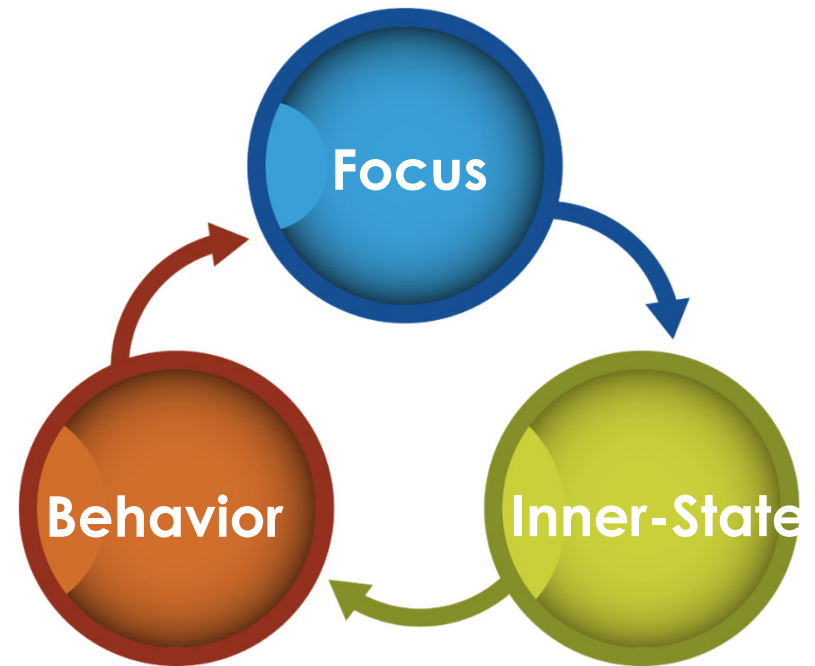


On problems?



On outcomes?

FISBE

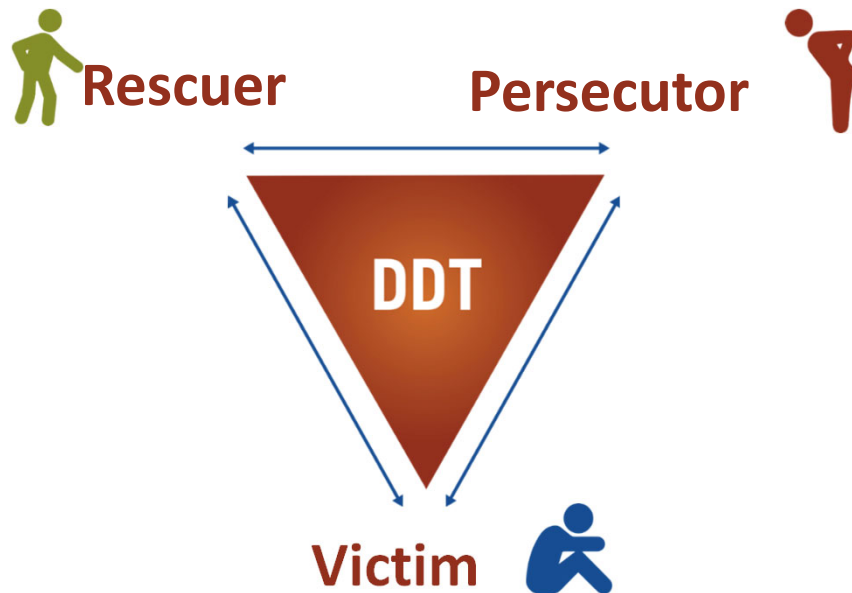


Review the 3 Vital Questions[®]

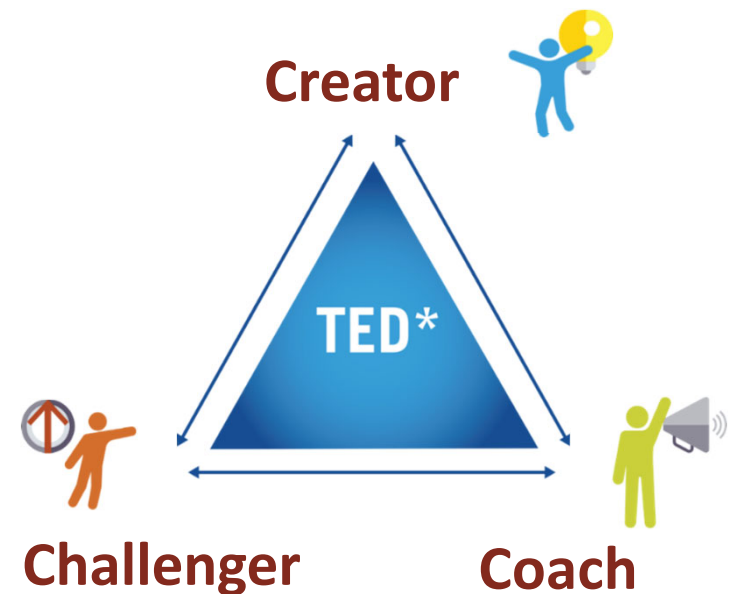
Question #2:

How am I relating?

The Drama Triangle



The Empowerment Dynamic



Review the 3 Vital Questions[®]

Question #3:

What actions am I taking?



*“Creative/Dynamic
Tension”*



“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:

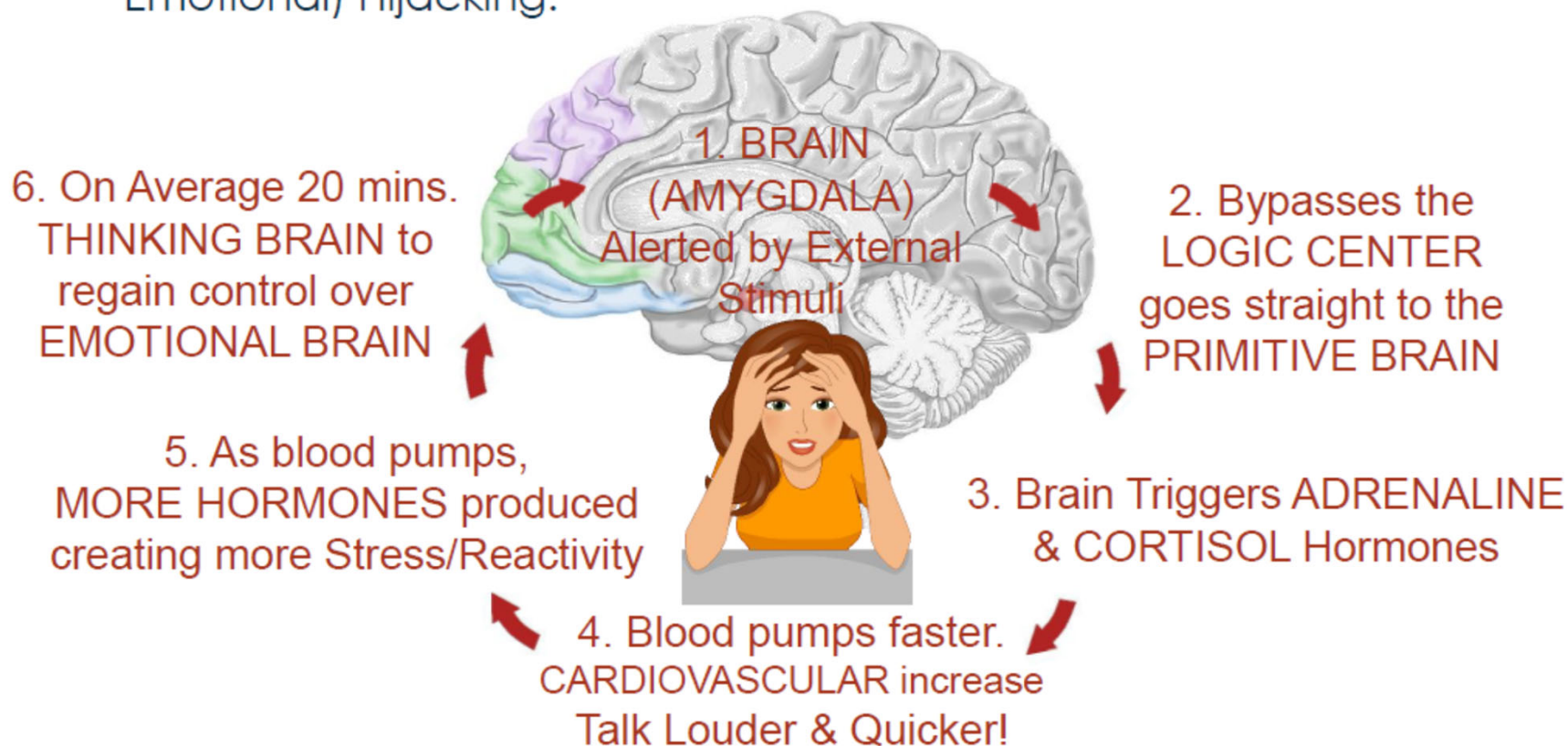
- Withdrawing and going silent
- Speeding up efforts
- Stalling or procrastinating
- Being aggressive or lashing out
- Becoming overly emotional
- Over accommodating

You can choose to “Pass” or “Play”

Understanding Drama

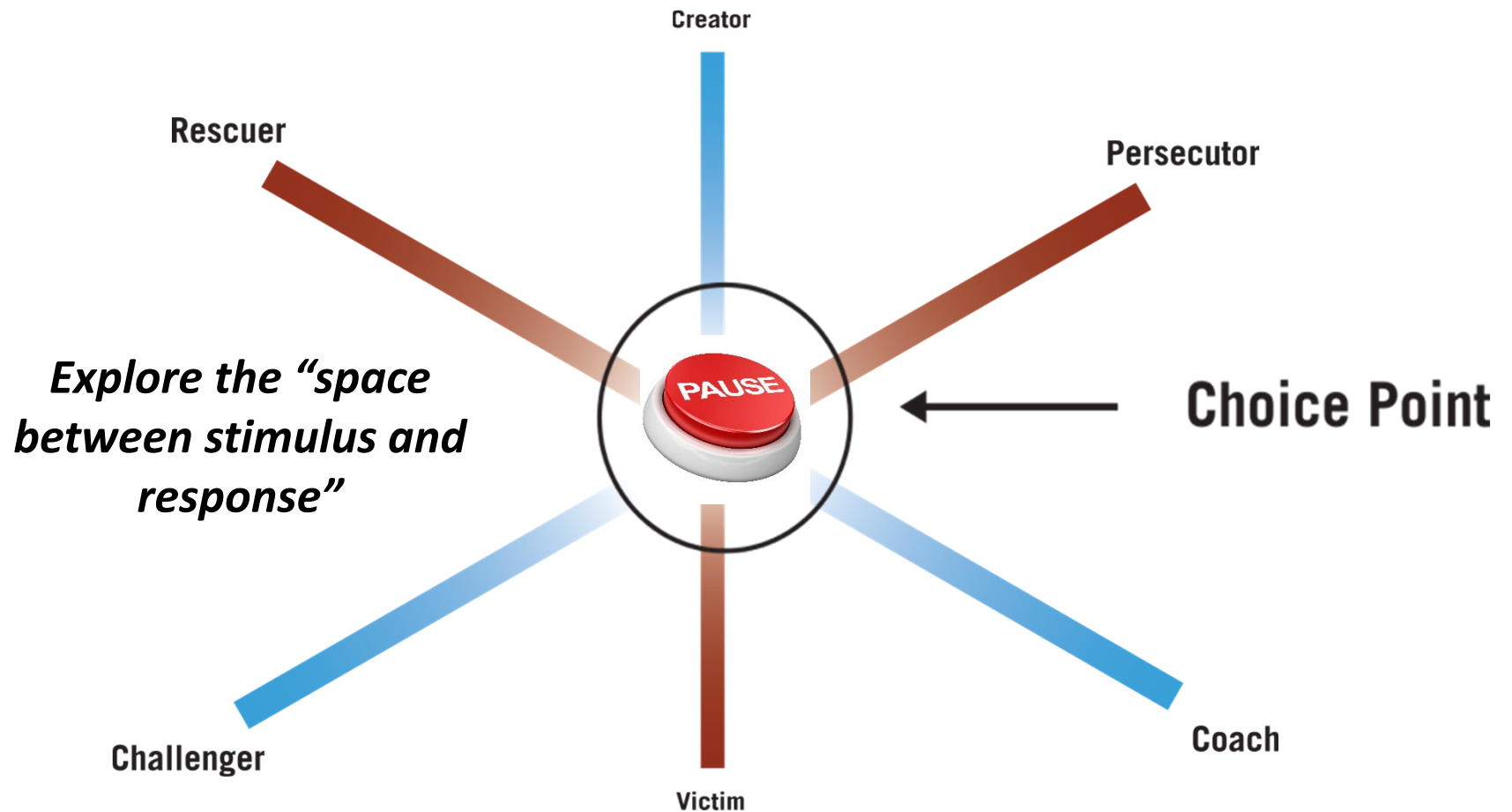
The Science Behind Reactive Behavior

- ❖ 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.

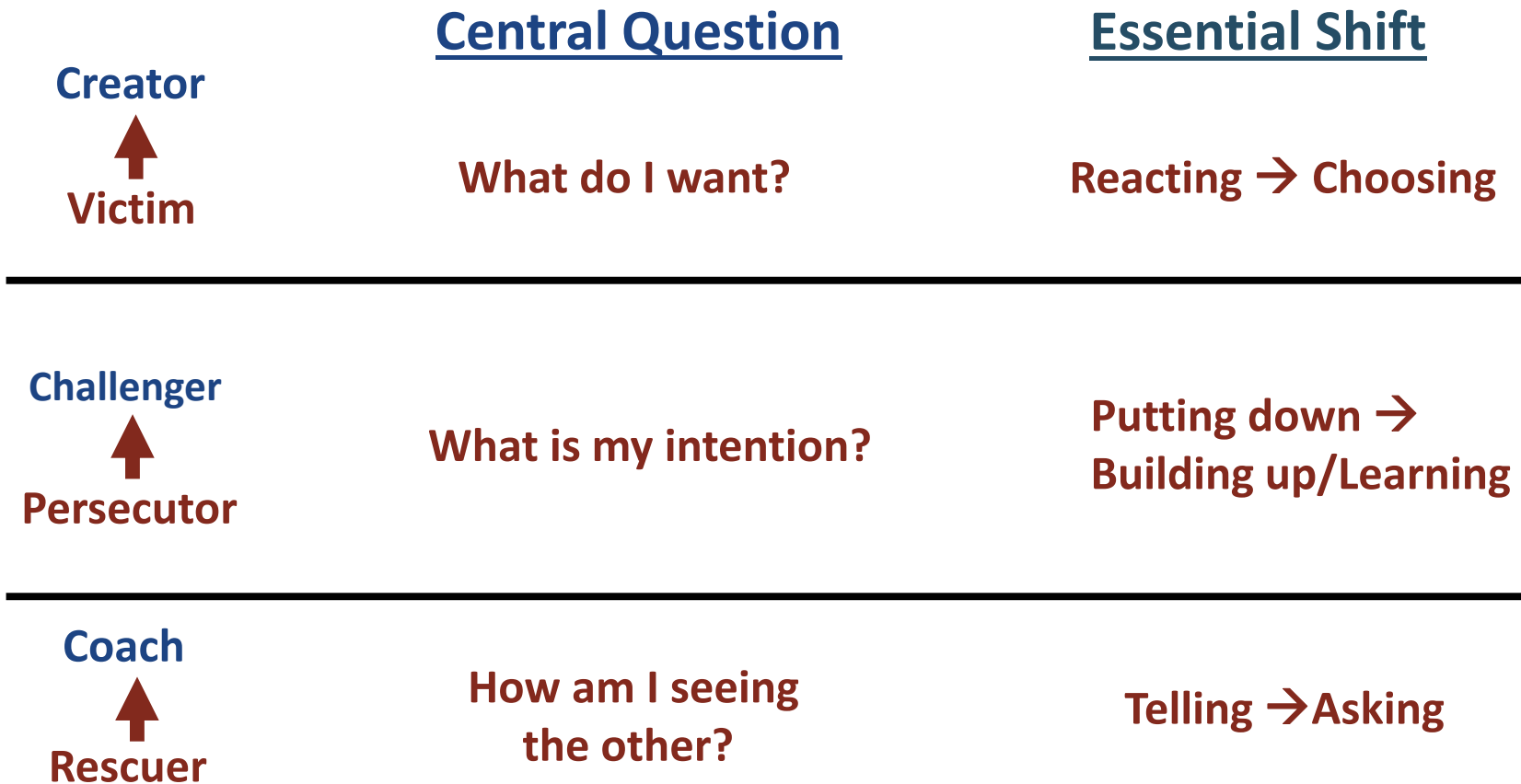


Making Shifts Happen

DDT to TED*: An Exercise in Mindfulness



Making Shifts Happen



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!***

Applying the 3 Vital Questions[®]

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?
3. 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.



Applying the 3 Vital Questions®

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



Applying the 3 Vital Questions®

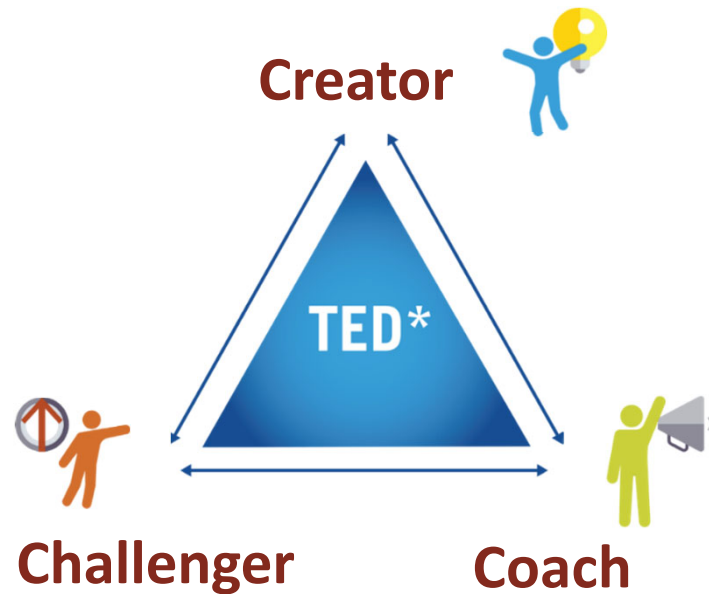
“Leaders must either invest a reasonable amount of time attending to fears and feelings or squander an unreasonable amount of time trying to manage ineffective and unproductive behavior.”

– Brené Brown, *Dare to Lead*



Applying the 3 Vital Questions®

The Empowerment Dynamic



COURAGE + VULNERABILITY*

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

Applying the 3 Vital Questions®

**Create shared
language:**

**BRAVING
Trust**

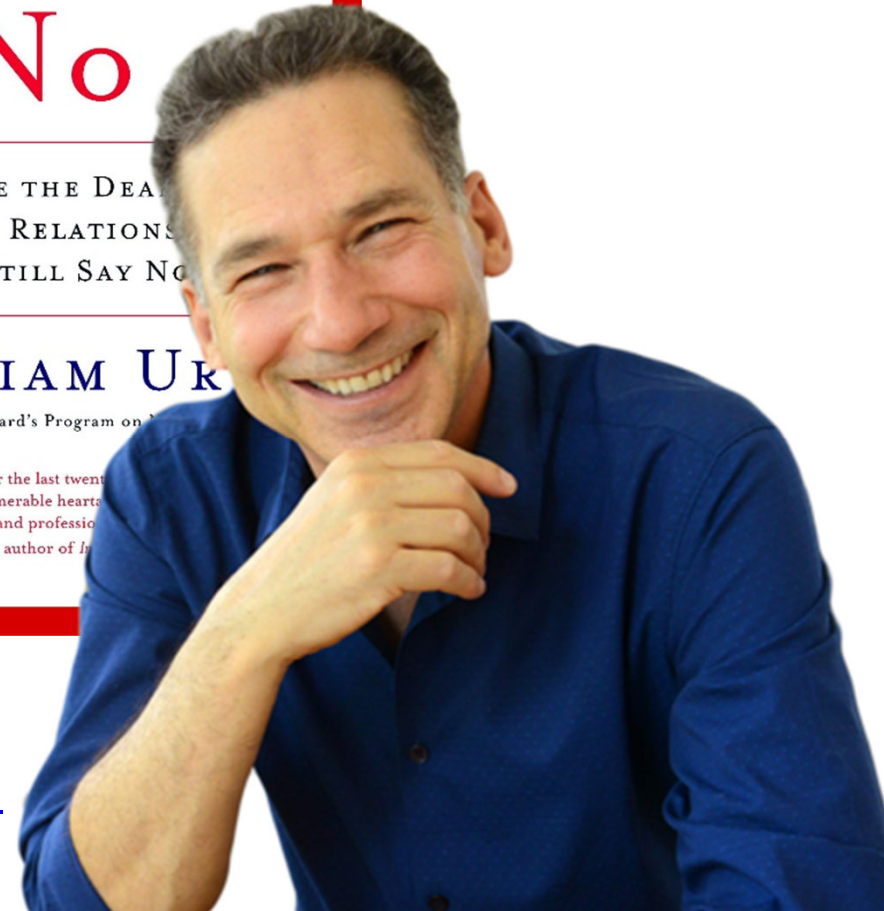
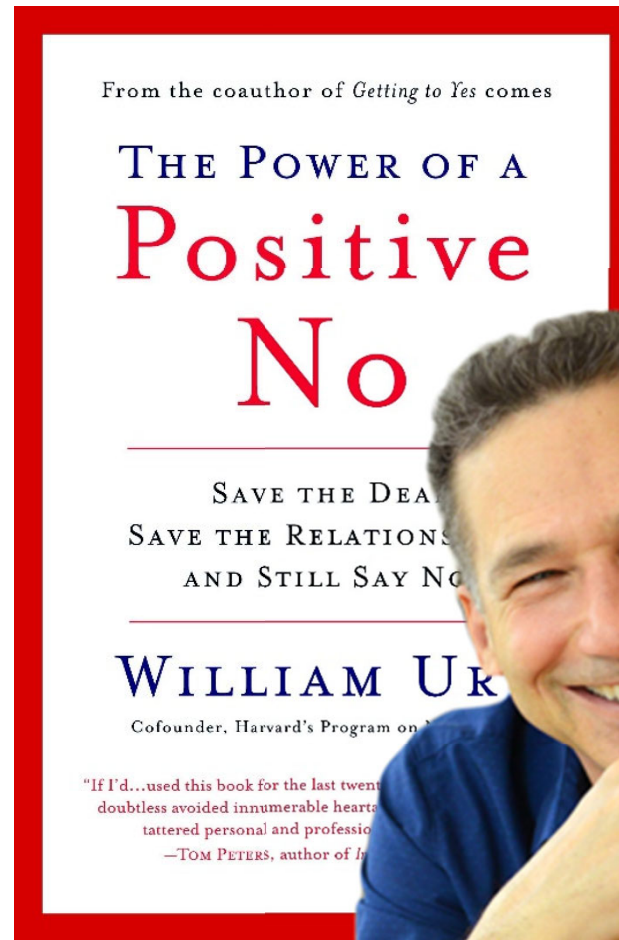
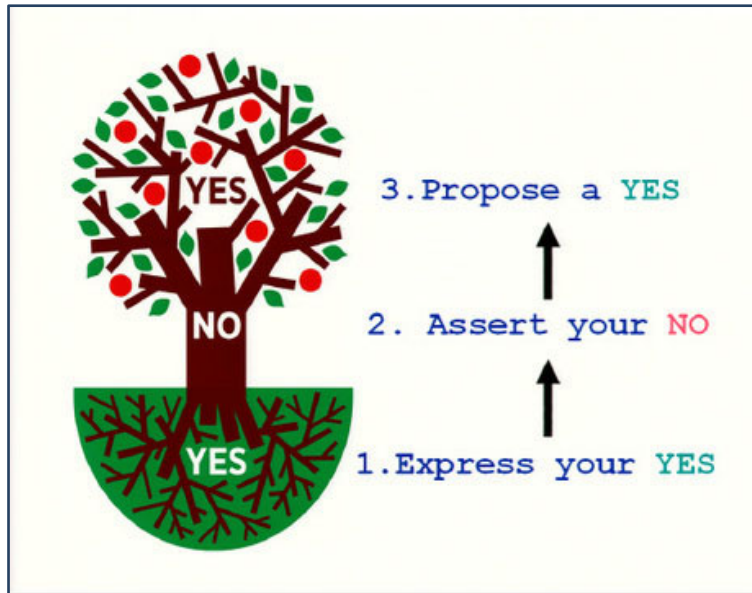
**Boundaries
Reliability
Accountability
Vault
Integrity
Non-judgement
Generosity**

https://www.youtube.com/watch?v=OSqFiTeka_I

Source: *Dare to Lead: Brave Work, Tough Conversations, Whole Hearts* by Brené Brown

Applying the 3 Vital Questions®

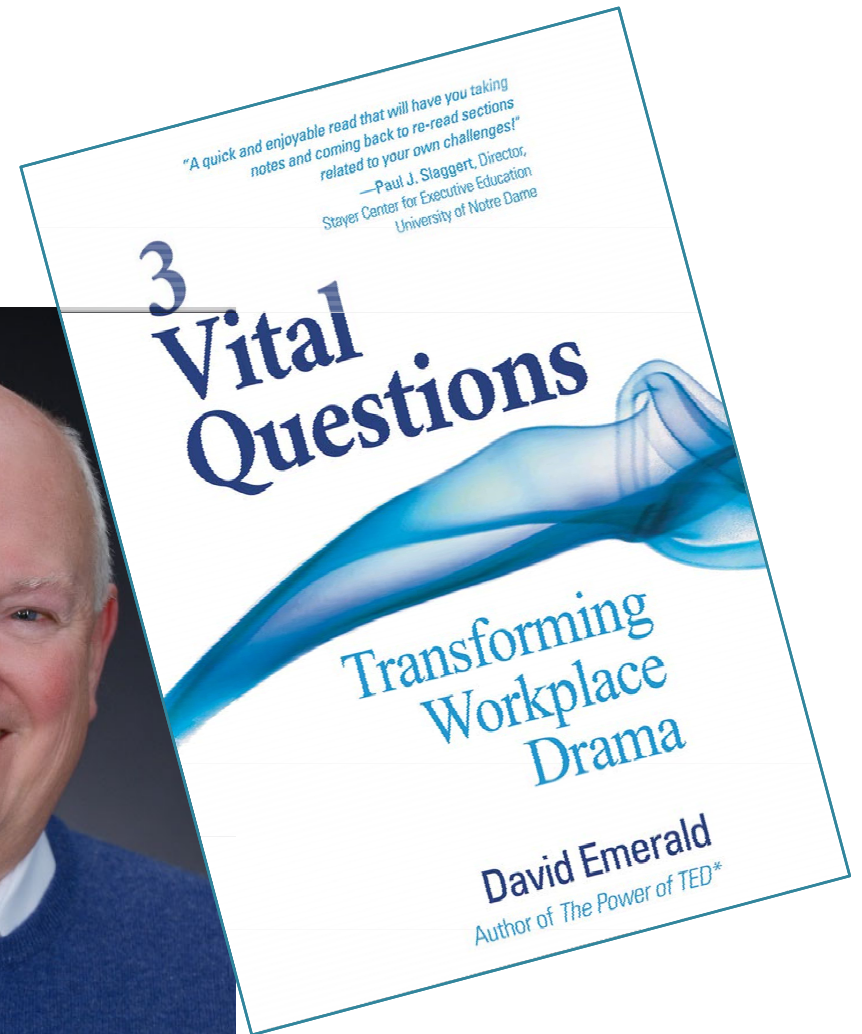
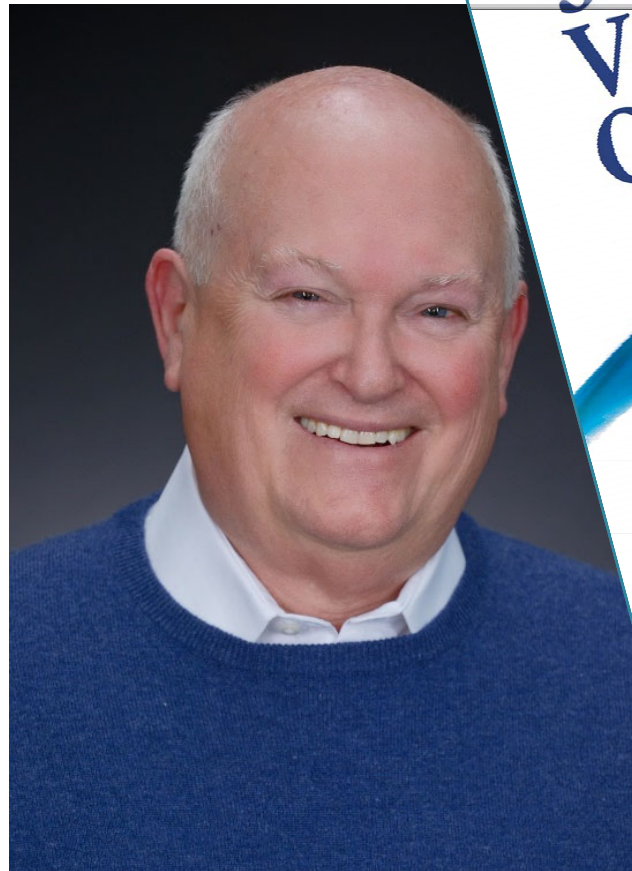
Practice saying
“No”:



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

Applying the 3 Vital Questions®

**Read a book
Together:**



Applying the 3 Vital Questions®

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



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?

