



3 Vital Questions®: Transforming Workplace Drama

Welcome! We'll begin at 1300

DAU



Your attention, 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.



Today we will...

1. Identify drama at work
2. Review the three Vital Questions
3. Explore the shift from Drama to Empowerment
4. Apply the three Vital Questions on the job



“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.



The Cost of Drama: Money and Time

- Gallup research indicates that approximately **\$450–\$550 billion** in annual lost productivity in the U.S. due to negative behavior (drama) in organizations.
- **\$7 trillion** productivity loss globally occurs due to negative behavior (drama) in organizations.
- Managers spend 25–40 percent of their time managing conflict, disagreements, etc., (i.e., drama).



Review: The 3 Vital Questions®

Question #1:
Where am I placing my focus?

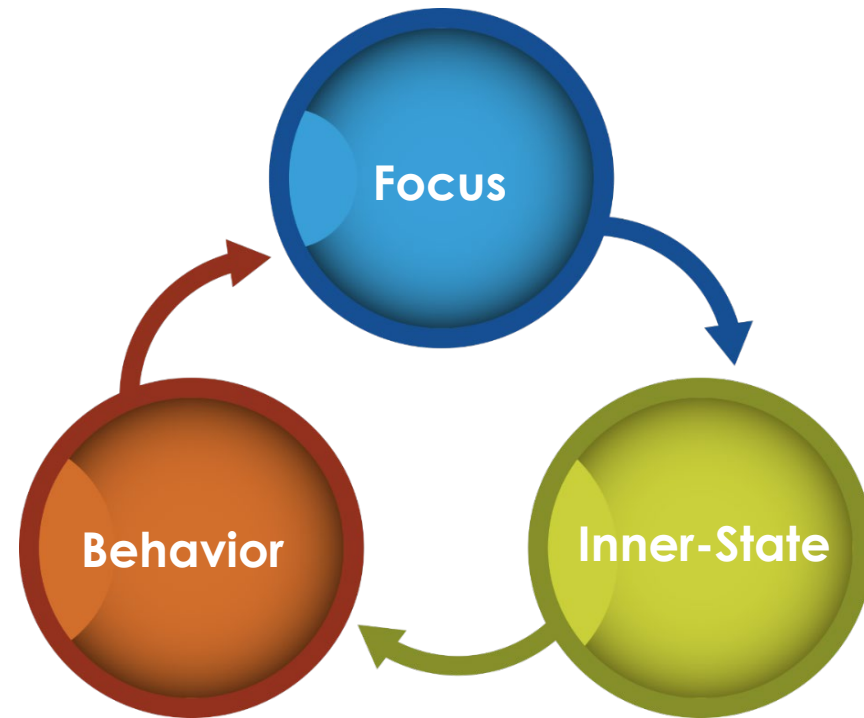


On problems?



On outcomes?

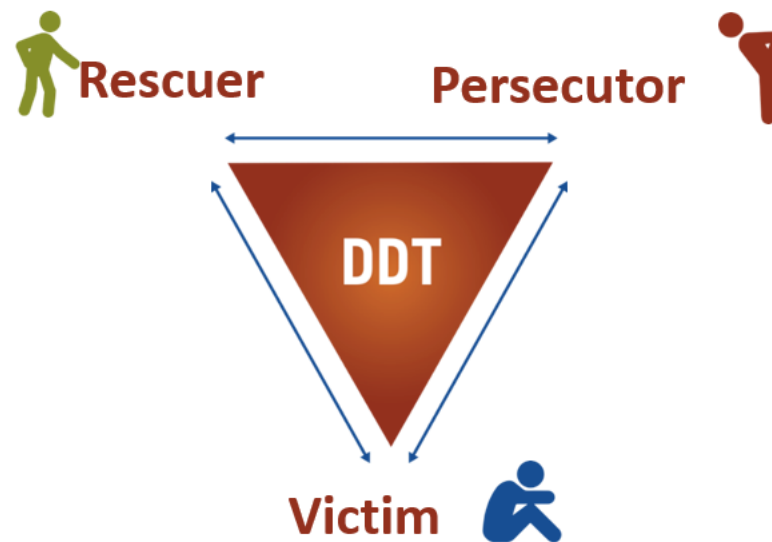
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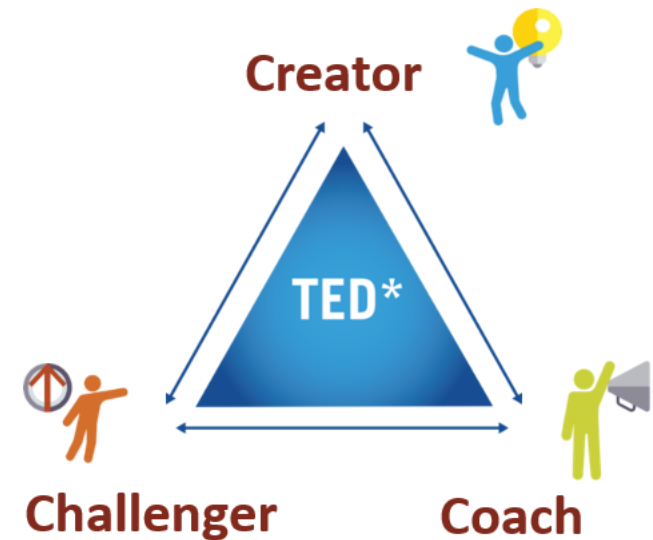
Review: The 3 Vital Questions®

Question #2: How am I relating?

The Drama Triangle

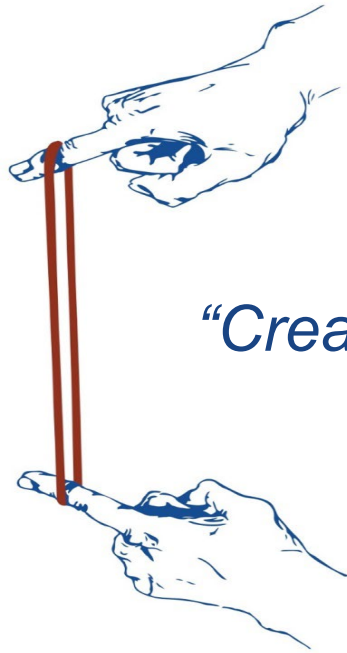


The Empowerment Dynamic



Review: The 3 Vital Questions®

Question #3:
What actions am I taking?



“Creative Tension”



“Baby Steps”

Making Shifts Happen

What are your triggers for 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:

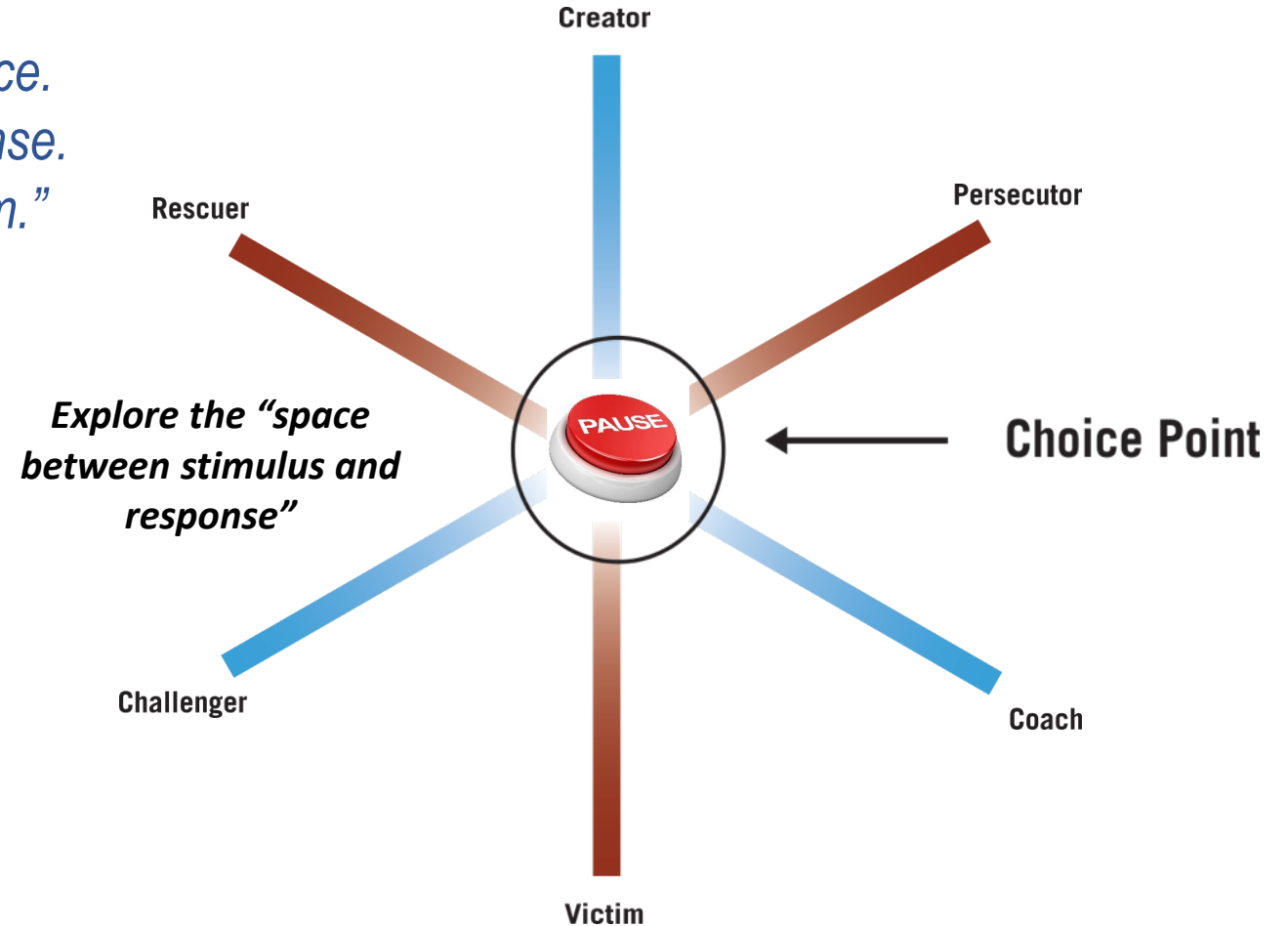
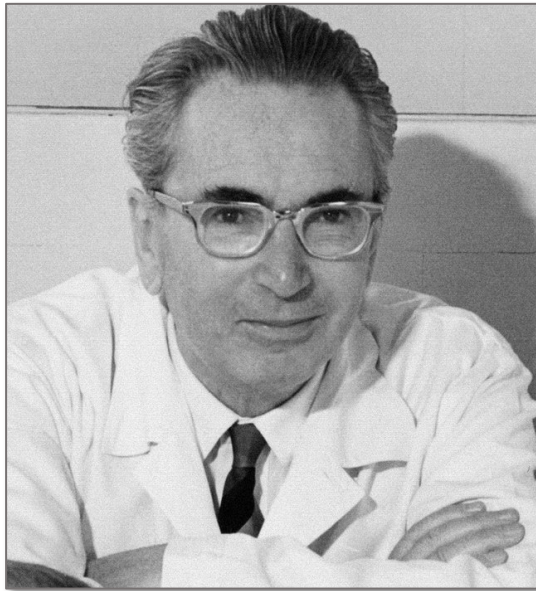
- Withdrawing and going silent
- Speeding up efforts
- Stalling or procrastinating
- Being aggressive or lashing out
- Becoming overly emotional
- Over accommodating

You can choose to “Pass” or “Play”

Making Shifts Happen

DDT to TED*: An Exercise in Mindfulness

*“Between stimulus and response there is a space.
In that space is our power to choose our response.
In our response lies our growth and our freedom.”*
- Viktor Frankl



Making Shifts Happen

	<u>Central Question</u>	<u>Essential Shift</u>
Creator ↑ Victim	What do I want?	Reacting → Choosing
Challenger ↑ Persecutor	What is my intention?	Putting down → Building up/Learning
Coach ↑ Rescuer	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:

People must decide for themselves to make the shift from Drama to Empowerment!

The Language of Drama

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. She's always making us feel bad. **Victim**
2. That's the worst report I've ever seen! What's wrong with you? **Persecutor**
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. **Victim**
4. It's OK, Jennell, I'll write that report for you so you can have dinner with your friends. **Rescuer**



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 courage, honesty, and compassion
- Practice self care, including mindfulness
- Develop shared language to be able to talk about feelings and resolve issues



Applying the 3 Vital Questions®

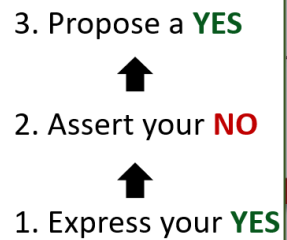
Being Present with Emotions

“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.”

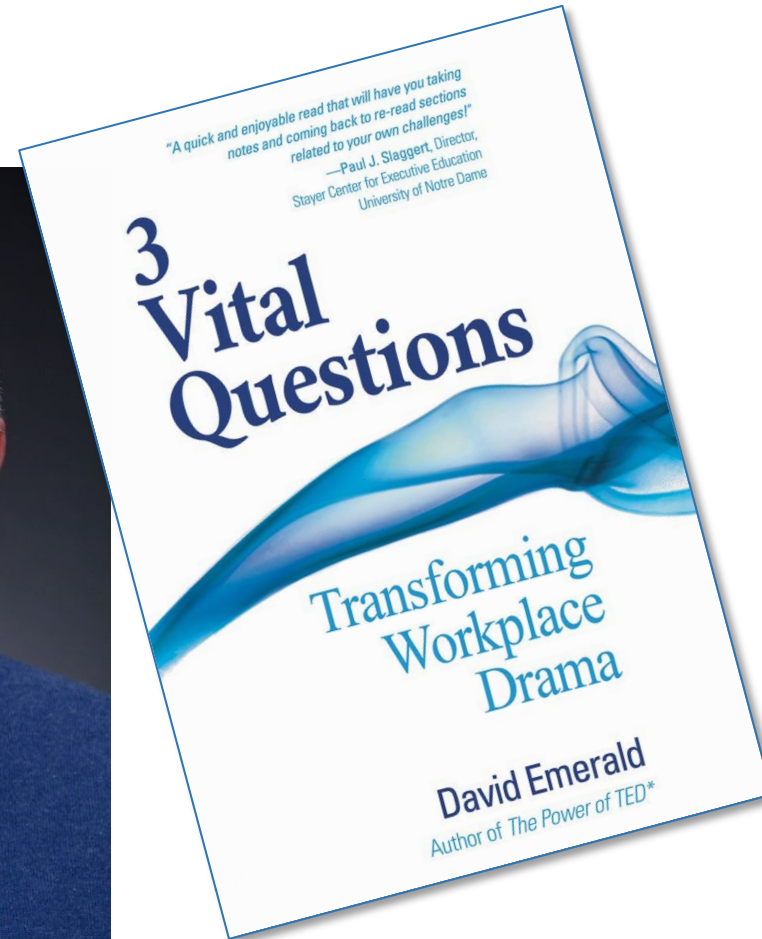
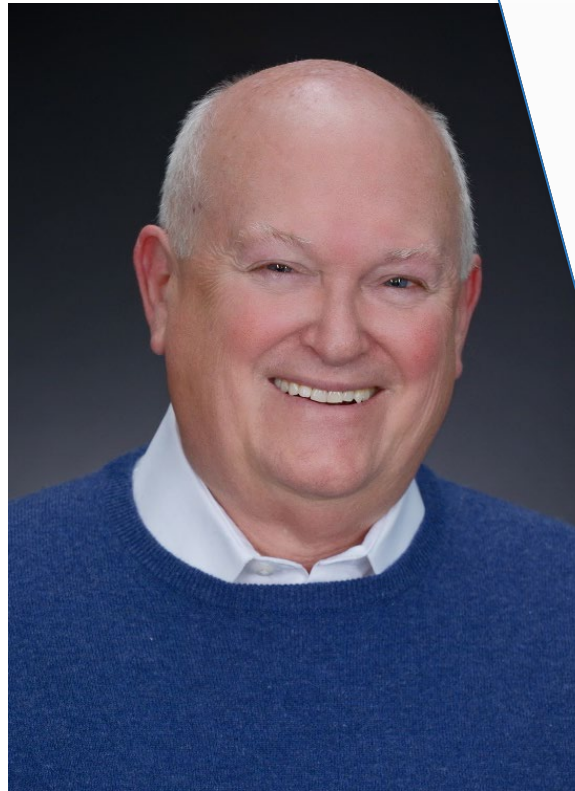
– Brené Brown, *Dare to Lead*



Saying No



Applying the 3 Vital Questions®



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's one thing you commit to doing differently beginning today?

