



# 3 Vital Questions®: Transforming Workplace Drama

Welcome! We'll begin at 1300

**DAU**



## *Your attention, please!*

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- 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.
- Remember: We're on open channels.



## *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 as much as 20 percent of their time managing conflict, disagreements, etc., (i.e., drama).





# The Cost of Drama for Leaders

***“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*



# Review: The 3 Vital Questions®

## Question #1:

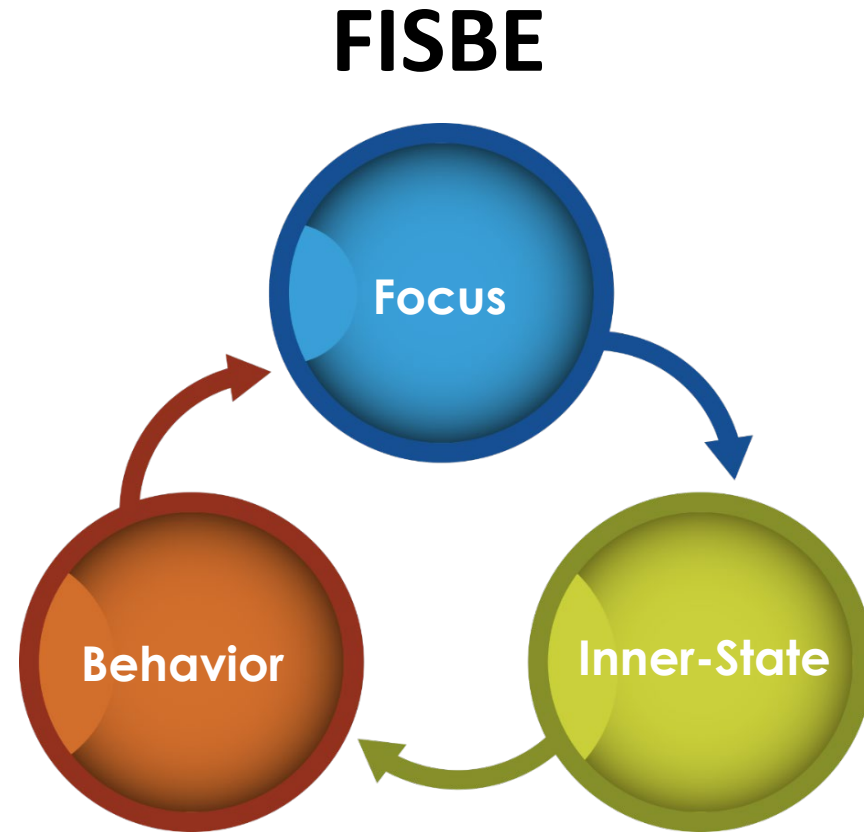
Where am I placing my focus?



On problems?



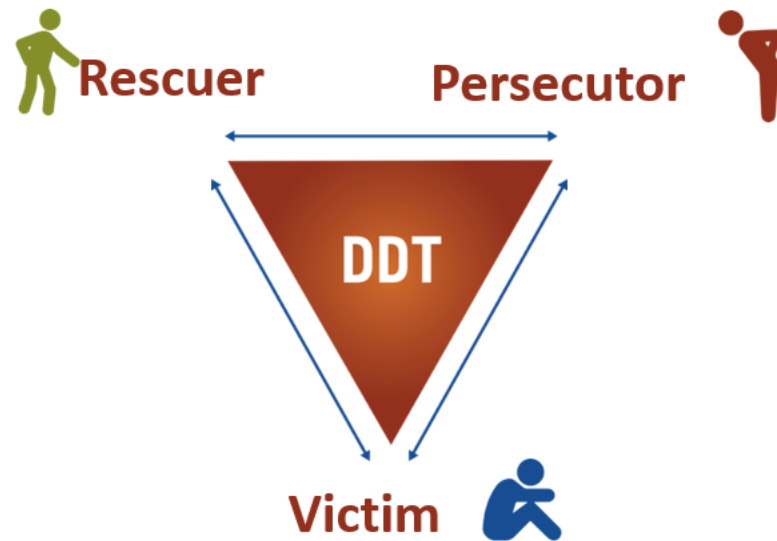
On outcomes?



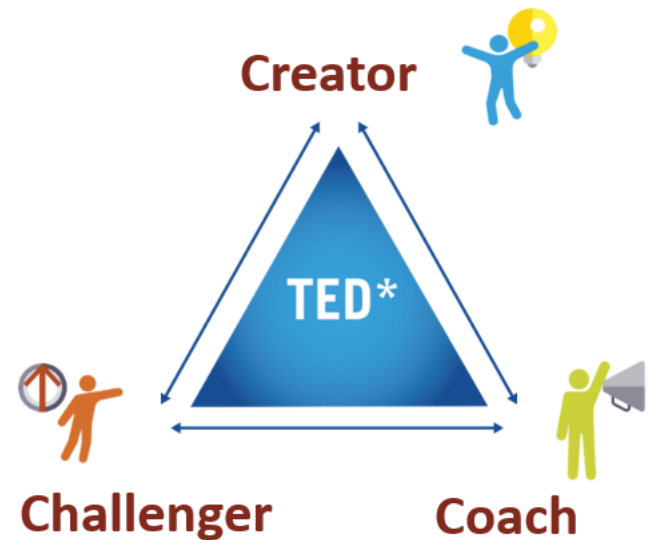
# Review: The 3 Vital Questions<sup>®</sup>

## Question #2: How am I relating?

The Drama Triangle



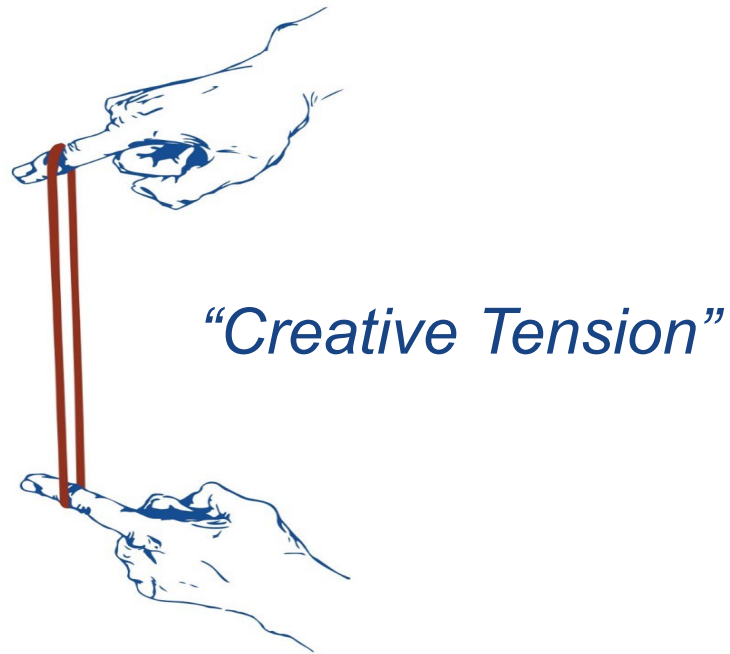
The Empowerment Dynamic





# Review: The 3 Vital Questions®

**Question #3:**  
**What actions am I taking?**



*“Baby Steps”*

# What are your triggers and what's your go-to role in the DDT?



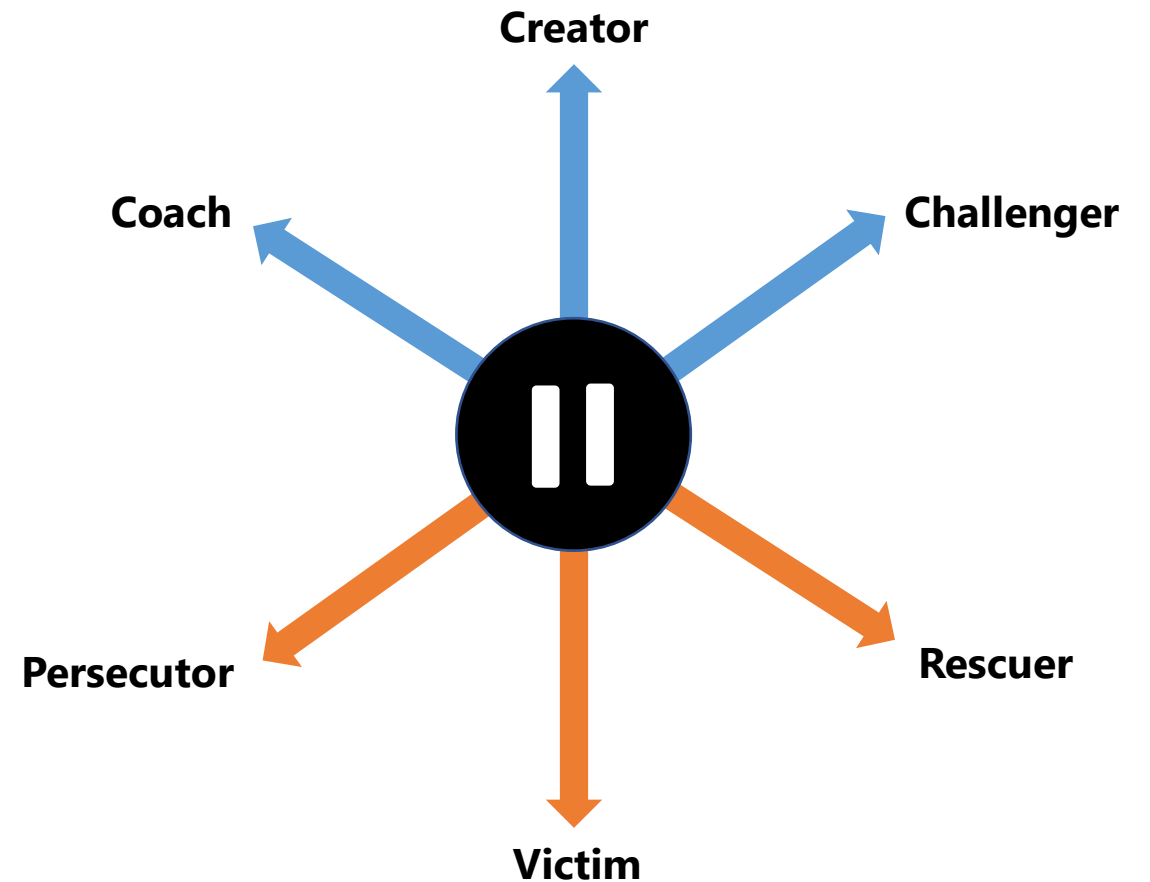
*You can choose to  
“Pass” or “Play”*

# Making Shifts Happen

*"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*



*How do (or might)  
you find this space?*



# Making Shifts Happen

## Central Question

## Essential Shift

Creator



Victim

What do I want?

From **reacting** to **choosing**.

Challenger



Persecutor

What is my  
intention?

From **putting down** to **building up**.

Coach



Rescuer

How do I see the  
other person?

From **telling** to **asking**.



# Making Shifts Happen

**Internal:** within yourself; how you engage with your own experience

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

**Shifts are a conscious choice:**

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

**Complaint** → **Commitment**

# 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®

*How might you minimize drama  
and maximize empowerment...*

- *At work?*
- *At home?*



# Applying the 3 Vital Questions®

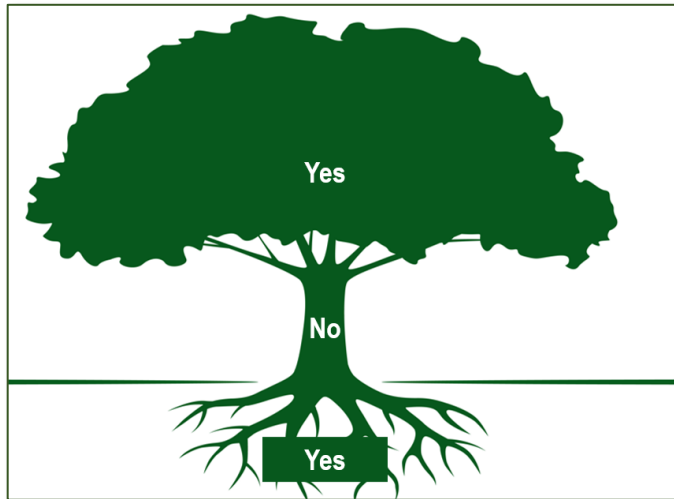
*What shift would you like to create  
from DDT to TED\*?*



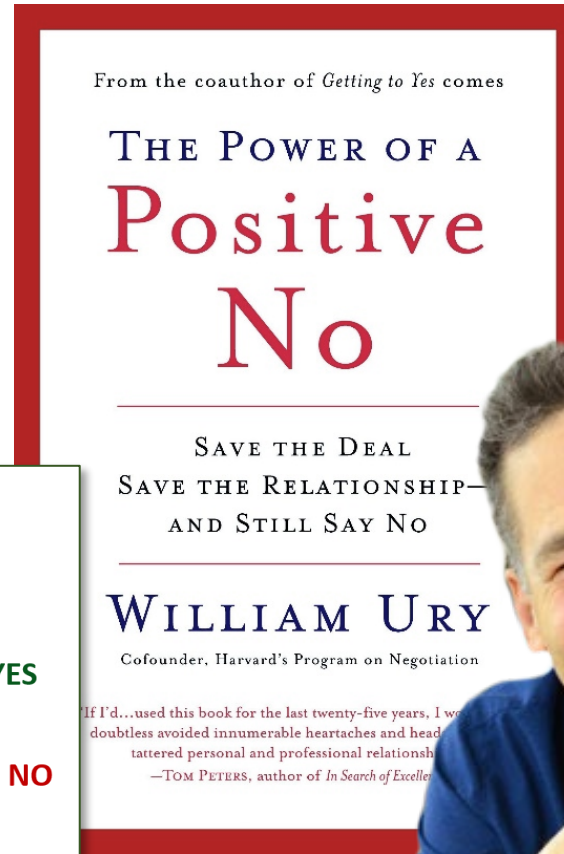


# Applying the 3 Vital Questions<sup>®</sup>

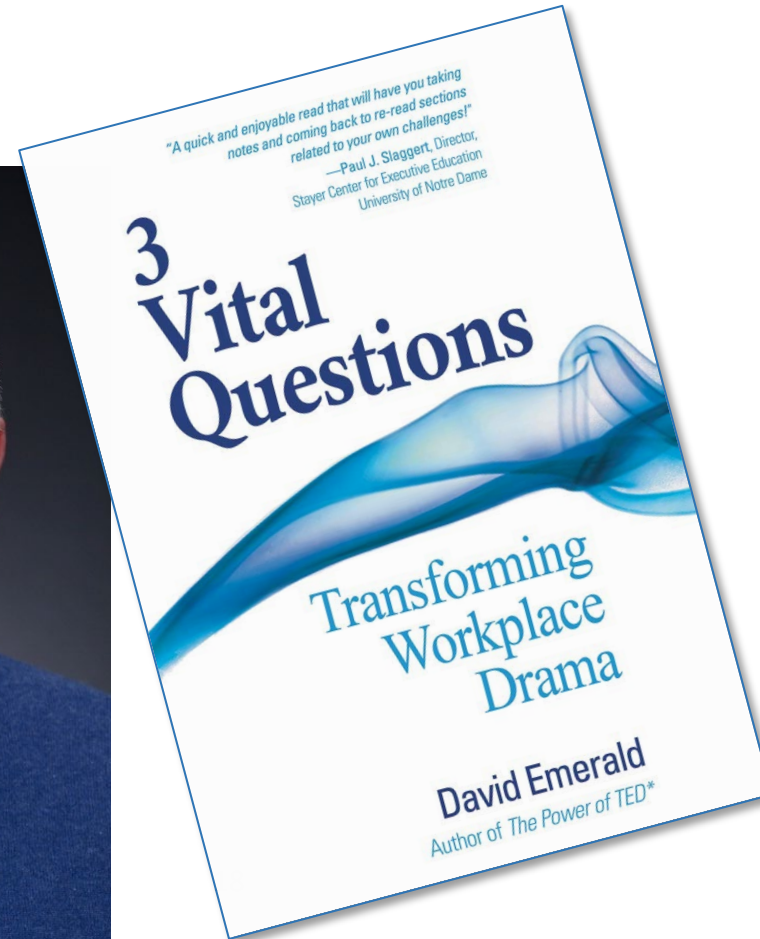
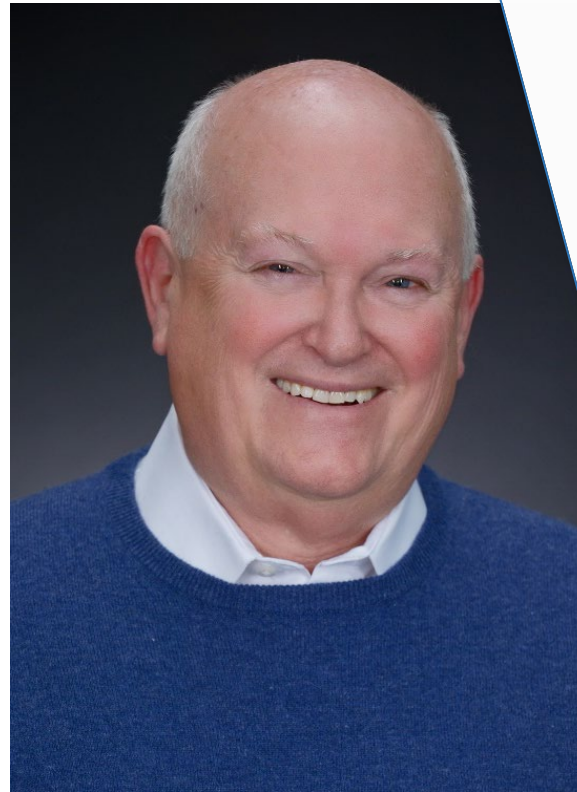
## Saying No



3. Propose a **YES**
2. Assert your **NO**
1. Express your **YES**



# Applying the 3 Vital Questions®



# Recap



## LESSONS LEARNED

1. Drama is part of life, but it doesn't have to be what life is about
2. The 3 Vital Questions framework support us in transforming drama and gives us language to talk about it
3. By becoming aware of our triggers and DDT behaviors we are better able to choose TED\*
4. The only person we can change is ourself
5. We can create environments that minimize DDT and maximize \*TED