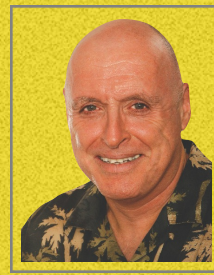


THE EXTRA POINT

BY JERRY ROBERTS



1772 Workplace Drama – Understanding the Problem

Hey, you got any drama where you work? Come on, spill, is there any kind of conflict happening where you pull a paycheck? Is there any stuff going down that makes tongues wag? I'm Jerry Roberts, and we're going to spend the next couple of days talking about workplace drama. That's coming next on The Extra Point.

In the United States, workplace drama is an all-too-familiar challenge for many employees. A study by workforce development company CPP reveals that the average employee spends about 2.8 hours each week dealing with office disputes.

Workplace drama often manifests when team members clash, creating an uncomfortable atmosphere for everyone involved.

For early-career professionals, navigating such conflicts can be daunting. The focus should be on excelling at work and building a career, not getting entangled in gossip or other types of disputes.

Enter high school and college students, either landing full-time work or part-time while attending classes.

When starting a career, most individuals hope to find a supportive environment filled with friendly workers, particularly in their first job.

Instead, they may walk in on all kinds of negative behavior from adults — the so-called examples of how to do it right.

A study by Harvard Business School highlights the significant impact of toxic coworkers, estimating that hiring just one can cost an organization nearly \$12,500, affecting team resources and morale.

Examples of workplace drama include situations where two employees have a personal feud that spills over into team interactions, leading to awkwardness and decreased productivity. Additionally, gossip

can create divisions, with some team members feeling compelled to take sides, and that further increases tensions.

Employees watch from the sidelines, feeling powerless to stop the events unfolding in front of them. If it continues for a considerable length of time, there is the thought, "Why isn't the boss doing anything?"

Ultimately, workplace drama can drive even the most experienced personnel to leave or disengage.

From the moment I entered the workforce, I have seen some form of drama at every stop along the way.

When I worked for Big Ed at the fleet vehicle operation, we had drama. The place operated like a fine-tuned engine, if you'll pardon the reference, but there was this one guy, Hank, who just couldn't stand happiness and success.

I won't even get into the stories of working at KUAM and K57. Trust me, there is drama in the broadcast business.

Now, I dearly loved most of the people I worked with. We had big time fun and did great things together.

That being said, there were personality issues, conflicts, power plays of one kind or another, narcissists and whack jobs here, there, and just about everywhere. Ray knows.

And it didn't end with broadcasting. I've seen totally unnecessary drama in the publishing business, and event production.

On top of that, it's been present in many of the companies I've given training services to for the past 30 years. Some, though, seem to have the unique quality of being able to avoid most of that.

(Con't.)

However, drama is an unfortunate part of work life for the majority of people.

So, what can we do to deal with drama in our workplace. I'm going to tell you...tomorrow.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

