

THE EXTRA POINT

BY JERRY ROBERTS



1773 Workplace Drama – Strategies to Beat it

Is it possible to beat workplace drama? Maybe that's the wrong question. Is it likely that we can beat drama where we work? Perhaps the word "beat" is not what to focus on, because we may see drama pop up from time to time. How about, is it possible to control the drama so that it doesn't derail our progress? I'm Jerry Roberts, and we're going to throw around some ideas today on how to put the brakes on workplace drama. That's coming next on The Extra Point.

Limiting and navigating workplace drama can be challenging, but there are effective strategies to reduce its impact and maintain a positive work environment. Here are some practical ideas to help you address and resolve conflicts.

1. Focus on what you can control. When faced with office disputes, it's easy to feel powerless and overwhelmed. However, concentrating on your own behavior, attitude, and your job can empower you.

Know this: You are not responsible for fixing your coworkers' conflicts. Instead, aim to remain professional, deliver quality work, and avoid taking sides. Remind yourself that your purpose is to grow and contribute, not to mediate disputes.

The key words there are deliver quality work and don't take sides. When you do, you are adding gasoline to a fire.

2. Avoid getting pulled into gossip. Yes, I know it's enticing and some people seem to live for it. Just don't join in. Will that make you uncool? If somebody thinks you're not cool because you won't participate, then I'm not sure that's a relationship I need.

We all need boundaries. You might say, "I'm trying to stay out of it. Let's keep things professional," or "I'm focused on my work."

3. Communicate with management. If the problem ramps up and is becoming a major

distraction, get the supervisor involved. You have a right to do your job under good working conditions.

If workplace tensions hinder your ability to perform, it's important to address the issue with someone who can intervene.

4. Be supportive of whoever is involved in the conflict. Let me explain. I don't mean that you should support bad behavior, but that you should let the individuals involved know that you respect them and hope that a resolution is near.

The importance here is that we have to establish and maintain trust with each other. You have to be able to trust how I conduct myself in your presence, and in the general working environment, and I have to be able to trust you.

If that trust exists under normal conditions, I believe there's a strong chance it will also exist in stressful times.

5. The last point and it's highly important, is that management should carve out time for all workers to examine this issue, before there's a major blowout.

Organize a "lunch and learn" session for the team. Eating together is a positive, and you can bring up this topic for comments. Once the ball gets rolling, you should get enough opinion to formulate a company game plan to use in the event that you do suffer conflict and drama. Doing this could serve to stop drama in its tracks.

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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