


ASA American Staffing Association

Minimize the Drama in Your Office

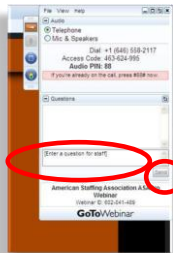


Feb. 28

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How to Ask a Question


- **Questions Panel**
 - Type your questions into the Questions panel and click Send.



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How to Submit Your CE for This Webinar

- Visit the ASAPro home page at americanstaffing.net/asapro.
- Log in to your ASAPro account.
- Click on CE Submission Form.




Minimize the Drama
in Your Office



*Impacting*LEADERS Linda Sasser
CEO



Learning Objectives

- Identify the Main Challenges that Cause Team Drama
- Understand the Root Cause of Drama and Take Specific Actions to Minimize it
- Create an Environment and Culture Focused on Supporting Teammates and Serving Customers
- Hold Teammates and Key Leaders Accountable to Eliminating Drama



Sound Familiar?

“Every time there was conflict in one of our offices, staff members would instant message one another to talk about the problem and other teammates instead of talking face-to-face to resolve the problem.”

Sound Familiar?

Sales vs. Ops

- *"I don't trust the Ops team to fill my orders."*
- *"The sales team won't bring in orders that we can actually fill!"*



Sound Familiar?

New employees have a hard time fitting into the new team.

- Lunch buddies
- Fitting in
- Jealousy of new star performers



What Causes Office Drama?

Culture
Dysfunctions

Team
Divisions

Personalities

Unresolved
Events /
Issues



Polling Question

Which of the four major causes of drama does your team struggle with most?

- Culture Dysfunctions
- Personalities
- Team Divisions
- Unresolved Events / Issues



What keeps the Drama Stirred Up?



Top 5 Ways to Minimize the Drama

1. Communicate

- Proactively share information.
- Have daily five-minute stand-up meetings at the beginning and/or the end of each day.
- Self-Awareness - Be mindful of the way you come across to others.



Top 5 Ways to Minimize the Drama

2. Manage Conflict

- Handle conflict immediately before it becomes a negative distraction.
- Demonstrate proper approaches to conflict.
- Encourage healthy conflict. Show the value of appropriate conflict in the workplace.



Top 5 Ways to Minimize the Drama

3. Manage Client Expectations

- Have clearly-defined roles for the staffing provider and for the client.
- Build relationships based on trust.



Top 5 Ways to Minimize the Drama

4. Lead by Example

- Don't engage in gossip.
- Set clear goals and focus on performance.
- Have direct conversations to resolve conflict.
- Don't bring personal issues into the office.
- Don't validate power struggles.
- Mask it up when necessary.
- Stop taking the bait.*



*Madame Chen's Inspiring Workplace Relationships: Four Responses to Dealing with Drama.
<http://www.cfoleadership.com/index.php/2013/03/inspiring-workplace-relationships-responses-dealing-drama/>

Top 5 Ways to Minimize the Drama

5. Engage Your Team

- Involve employees in planning for the future, in brainstorming solutions, and in working through challenges.
- Know the values and strengths that each individual brings to the team.
- Establish team non-negotiables – what the team desires and will accept as a culture. Examples include:
 - Addressing the issue right away
 - Confidentiality
 - No gossiping



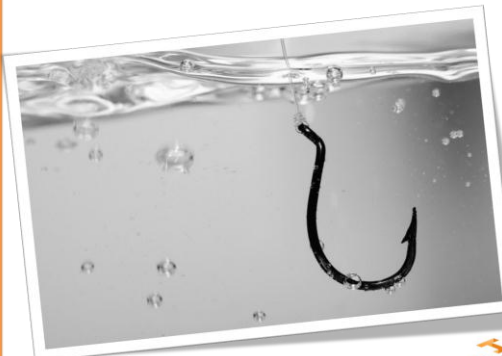
Polling Question

How do you deal with drama in your office?

- A) Avoid/Hide From It.
- B) Ignore It.
- C) Run From It.
- D) Get Right in the Middle Of It.



Are you taking the bait????




For additional resources, visit
www.impactingleaders.com

Leadership blog
www.leadershipwithsass.com







American Staffing Association

Thank You for Attending

- Today's webinar has been recorded.
- Recording will be available within three days.

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Upcoming Webinar


- March 7: 2013 ASA Compensation Survey
- March 14: ICE—Immigration and Customs Enforcement
- March 21: Championing Change—How to Embrace and Thrive Amid Change

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