

Workplace Relationships: *The Inside Scoop*

by Marlene Chism



What Your Employees Won't Tell You

You Will Learn...

- ▶ What employees say would increase productivity
- ▶ Employees' secret wish about their bosses
- ▶ Three biggest stressors for employees
- ▶ Top two things bosses can do to inspire their staff
- ▶ Examples of bad boss behavior
- ▶ Five things a boss should never say to an employee
- ▶ Inside view of two employee perceptions
- ▶ Why employees quit
- ▶ The key drivers of productivity

Plus practical communication tools to use immediately!

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No Complaints | No Excuses | No Regrets

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What is Drama?

What is Productivity?

Four major concerns for managers and leaders

- a.
- b.
- c.
- d.



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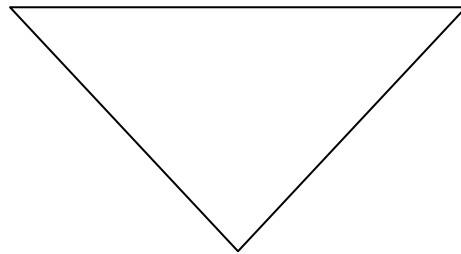
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Introduction: Stop Workplace Drama and the fifth principle

The fifth principle of Stop Workplace Drama is to stop relationship drama. I use a tool that I introduce in the book called, “The Karpman Drama Triangle.” As you can see the triangle has three points, each representing a “role” that is played in dysfunctional relationships.

The bottom point is Victim. The left point is Persecutor, and the right point is the Rescue role. In the middle is denial. Go ahead and label the triangle with a V, P, R, and D, so you can easily refer to it as this program advances.



1. What do employees say would increase productivity?
2. What are the key drivers of productivity?
3. What is the secret wish employees have?
4. The most important relationship in the workplace.
5. What is going on under your nose and why aren't you in the loop?

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6. What stresses out employees the most?
7. Why leadership skills are so important.
8. Why employees quit.
9. Two things you can do as a leader to influence them.
 - 1.
 - 2.

Practical Communication Tools

How to Nip complaining in the bud but still show that you are listening.

The following communication techniques will help you to teach your employees how to be responsible, show that you are listening and stop the negative effects of constant complaining. Techniques are the practical “how to” information that everyone wants, however, good communication skills techniques only work when the “energetic starting place” is correct. Before you try these techniques, make sure you check your own mental and emotional state, so that you have “clean energy.” When you start clarity and good intention, these techniques always work, and they will become habit after conscious and consecutive use.

Technique #1 Four words

Technique #2 Empowerment technique

Technique #3 Collaboration technique

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