A Sneak Peak
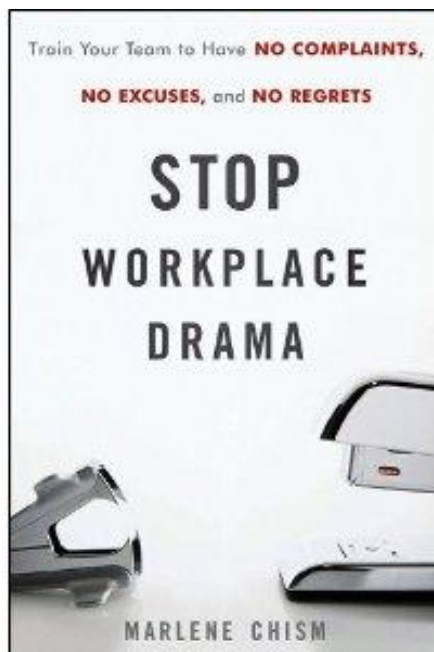
An overview of the Stop Your Drama Methodology

▶ The Premises
▶ The Language
▶ The Concepts
▶ The Principles
▶ The Endorsements

Train Your Team to Have **NO COMPLAINTS,**
NO EXCUSES, and **NO REGRETS**

STOP WORKPLACE DRAMA

MARLENE CHISM

stopworkplacedrama

No Complaints | No Excuses | No Regrets

Message from Marlene

It is no coincidence that we have met, and I'm excited to share with you an overview of the Stop Your Drama Methodology, alternately referred to as "The 8 Steps of Empowerment."

The book, *Stop Workplace Drama*, is based on this methodology, which consists not so much of "steps" as of principles. The principles are universal. In other words, you can apply the same principles to help you make significant changes in all areas of your life. This overview will help prepare you for the book and give you a head start!

What is Drama?

In the book, drama is defined as any obstacle to your peace or prosperity. Lots of things can become obstacles to your peace--even the voice in your head that makes you doubt yourself, or the fight you had with your spouse, or the anxiety you feel about not having enough time.

How Drama Manifests

Drama in the workplace is often experienced as relationship problems between boss and employee, between employee and employee, or between staff and consumer. Drama in the workplace hampers productivity and manifests as absenteeism, turnover, apathy, poor customer service and low morale.
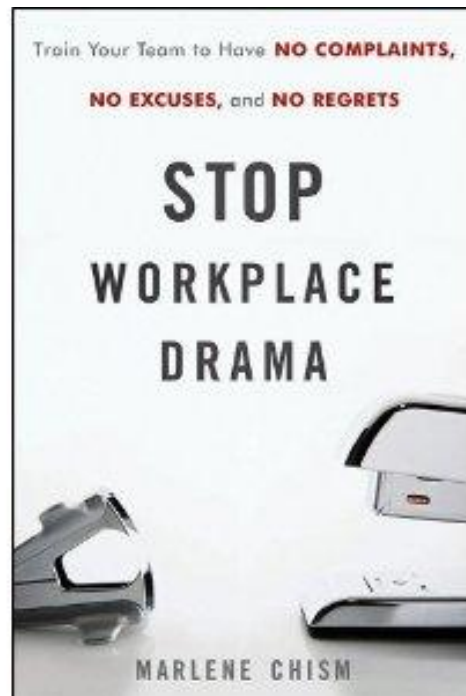
> "*Stop Workplace Drama* does more than reveal excuses for the inclination to drama in the workplace; it offers a wealth of ideas to improve communication, trust, and leadership that will help eliminate the energy, time, and talent drain that drama creates."
> **--Stephen M. R. Covey, author of the *New York Times* and #1 *Wall Street Journal* bestseller *The Speed of Trust***

The Language

I have developed a "language" to use in my coaching and teaching. The reasons are:

- It is easier to learn concepts using visuals.
- It is easier to separate emotion when using analogies.
- The common language offers a new way to communicate and problem solve by accessing the right side of the brain, where new insights are readily available.

Analogy

The analogy used to speak about goal achievement is the rowboat going to an island. Whether you are rowing by yourself, or with a spouse or a team member, this is a visual that sticks in the mind of the learner. For example, getting lost in the fog symbolizes confusion; having your boat spring a leak symbolizes an energy drain; and so on.
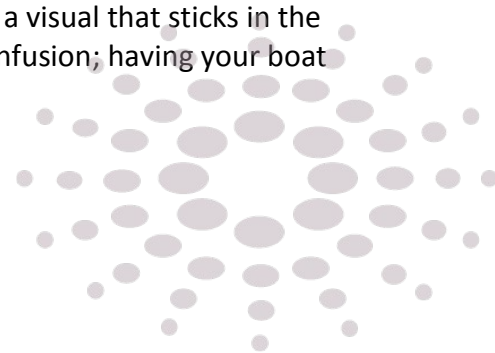
Other Analogies

- Getting stuck on the rock
- Rowing with one oar and no map
- The shark
- The yacht
- Other (?) Create your own!

> If you are afraid of your boss, this book will give you the courage to face that fear. If you are keeping things from your boss, you will look inward to ask yourself where your commitment truly lies. If you are letting the queen bee run the show, you will be forced to face the truth and ask yourself what you are afraid of losing or who you are trying to please—and at what expense.
> *Excerpt from Stop Workplace Drama*

> Every day it takes all a business leader has in his arsenal to go from success to significance, especially in our world's current volatile economic climate, Now, thanks to *Stop Workplace Drama* we can rewrite our business scripts, clear the clutter and guarantee a long running, sold-out book.
> **--Benjamin Ola. Akande,**
> **Dean, George Herbert Walker School of Business and Technology,**
> **Webster University**
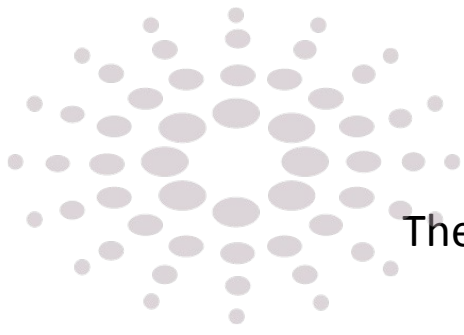
The 8 Steps of Empowerment

1. Clear the Fog

Premise: The only reason we don't get what we really want is because we are unclear. The one with the clarity navigates the ship; everyone else shovels coal.

Many things fog our vision, for example, distractions, the need for other people's approval, conflicting needs and hidden agendas. Once the vision is clear, progress can be made.

Clarity can change any situation.

Concepts: Clarity, commitment, leadership, and decision-making.

> "This easy-to-read book is a must have for anyone who leads others and wants to improve the workplace dynamics so your people can enthusiastically say, "Thank God It's Monday!"
> **-Roxanne Emmerich, author of** *Thank God It's Monday!: How to Create a Workplace You and Your Customers Love*

2. Identify the Gap

Premise: There are only two reference points important to reaching your goal: where you are, and where you want to go. The distance in between is called the gap. The bigger the gap, the more potential for drama and the more potential for getting burned out.

There is a distinction between "The drama" and "Your drama." What happens in the gap is "The Drama." Your reaction and ability to deal with what happens is "Your Drama."

Life is lived in the gap and not on "the island." Once a goal is reached, the desire for growth and a new vision will entice one to expand; therefore life is always lived in the gap. "Drama in the gap does not equal peace on the island."

Concepts: Research; Self-examination; Tools such as business planning and SWOT analysis; Understanding what is required before making a commitment.

3. Tell Yourself the Truth

Premise: Most of what we believe to be true is an assumption, a judgment or a story. There is a kernel of truth in every story but the story is what keeps us from living and fulfilling our potential. Denial is the primary way people hide from the truth because of the story we have been led to believe that "the truth hurts." Stories are not based on the present moment but are based on past conditioned response or a projected fear in the future.

Concepts: Self-awareness; Discernment; knowing how to separate fact from fiction.

> You cannot give your employees any more than 10 percent more workload without increasing resources. However, companies frequently downsize, double the workload, and expect the same amount of productivity. To add to the problem, employees are afraid to tell their bosses that meeting these requirements is impossible for fear that their job might be next to go. So the lie continues, and everyone is frustrated.
> *Excerpt from Stop Workplace Drama*

4. Reinvent, Realign and Rejuvenate

Premise: The relationship with yourself is the primary relationship; when you are not happy with yourself, everything else suffers**.** The primary reason for drama is who you think you are. When you see yourself differently, your results change. Your self-image influences all of your relationships and even the way you conduct business, for example, sales, customer service and your ability to work as a team member.

Concepts: Trust**;** Self-respect versus self-betrayal; Self-esteem; Relationship with self; Spiritual connection.

> The ways we define ourselves frequently offer the very excuses we need not to change. Take, for example, the "I am a perfectionist" or "I am a people pleaser" definition.
> *Excerpt from Stop Workplace Drama*

> Why then do we participate in blaming, complaining, backstabbing, and gossiping? We do it to lessen the pain and discomfort that taking responsibility requires of us*. Excerpt from Stop Workplace Drama*

5. Stop Relationship Drama

Premise: Everything is relational. There is the relationship you have with the situation, the relationship you have with yourself, and the relationship you have with others. The secondary reason for drama is who you think someone else is. When you first get clear on who you are, and when you are willing to see someone else differently, you open the field of possibilities for different results. Even if the relationship has to end, there will be no residual drama.

The primary drama roles people play are Victim, Rescuer and Persecutor. Once game-playing has ended, there is no more drama. (Transactional analysis tool: The Karpman Drama Triangle.)

Concepts: Collaboration; Teamwork; Empowerment; Leadership; Boundaries.

Research by Gallup and others shows that engaged employees are more productive, more profitable, more customer-focused, safer, and more likely to withstand temptations to leave. The best-performing companies know that an employee engagement improvement strategy linked to the achievement of corporate goals will help them win in the marketplace."
Excerpt from Stop Workplace Drama

6. Master Your Energy

Premise: It is no longer possible to manage time but you can maximize time by learning how to master your energy. Since everything in the universe is energy, productivity and well being is directly related to mastering energy. This is done by creating boundaries, getting your needs met and developing systems to help you maximize time.

Much illness is due to not understanding energy mastery. Working harder with less is contributing to more workplace drama and story-telling.

Concepts: Rejuvenation; Self-Care; Systems; Leverage.

Think of it this way: Energy is power, and we all lose power in various ways. Some of us do not get enough rest, while others let their mind wander endlessly over problems. This chapter will explain how to master your energy so that you can become more empowered and productive.
Excerpt from Stop Workplace Drama

7. Release Resistance

Premise: Regarding DRAMA…the solution is secondary. The solution comes only after you release resistance. Resistance can be identified by four main energy patterns which when broken allow one who is resisting to take full responsibility for making change.

Concepts: Awareness; Forgiveness; Acceptance; Empowerment; Choice; Consciousness; Responsibility.

> Don't confuse where you are with who you are. Even if you struggle in your leadership position—if you sometimes come on too strong, weak, opinionated, or decisive— who you are is more powerful than where you are.
> *Excerpt from Stop Workplace Drama*

8. Become a Creator

Premise: The path to empowerment is to become a creator. Creators take responsibility. Creators learn how to ask a different question. They see the opportunity. They don't blame the economy, another person, or a situation. Creators live life in the flow and from the field of possibilities.

Concepts: Possibility; creativity; empowerment; collaboration; integrity.

> Marlene Chism's fresh new look at the workplace, using a contemporary psychological lens, helps each of us--manager or individual contributor--identify the unhealthy games still being played in way too many organizations. I highly recommend adding this to your business library!
> **--Charlotte Shelton, EdD**
> **President & CEO**
> **Unity World Headquarters**