

How to Build a "Drama-Free" Business

Before you can know what to do tomorrow, you have to understand what is going on today.

When people step onto on the Drama Triangle, their behaviours are very predictable. At any given time, they play one of three roles:

Victim Everything starts with the Victim. Without this person, there is no drama. The Victim always blames his results on someone or something else. When people are getting great results, they don't play the Victim. This is the most powerful and disruptive of the three roles on the Drama Triangle. If someone is in this role, address it quickly before the disruptive energy spreads to the rest of the team.

Persecutor The Persecutor is the "mean" role. To persecute means to harass, oppress, annoy or trouble someone else. The Persecutor picks on or attacks the Victim.

Rescuer The Rescuer saves the Victim from the Persecutor and is always looking for ways to control the results others get by being their biggest "helper." Rescuers believe they know more than everyone else.

Two Ways To Get On The Drama Triangle

There are two ways we get on the Drama Triangle:

Externally With Others – When we choose to play one or more of the roles on the Drama Triangle with another person or group of people.

Internally With Ourselves – When the "self-talk" in our heads has us playing one or more of the roles in discussion with ourselves. One of the most common internal dramas develops when we choose to "beat ourselves up" over a mistake we have made. Think back to the last time you this happened to you – can you see how you were alternately playing the role of Persecutor ("I can't believe I did that! I'm an idiot!") and Victim ("There was nothing I could do about it ... it wasn't my fault!").

Keys to Remember About the Drama Triangle

1 • Any of the three points are simply roles. They are not a description of who the person is, only a role

they are choosing to play in the moment.

2 • Choice is also important here. While we all play one or more of those roles on a regular basis, we do have a choice. We can step off the triangle any time we choose. Usually the difficulty is in recognizing when we are playing one of the roles, and that's why it's important to have a strong set of agreements about how team members can support each other to stay off.

3 • When someone is playing one of the roles, they are inherently inviting others to play as well. There is a very important distinction here – *they are providing an invitation, but they can't force you to*

play. You always have a choice about how you will act.

4 • Usually the drama focuses on the "small picture" and often revolves around petty differences and gossip. The path off the triangle is to focus on a solution for the situation – look for the bigger picture, the vision or purpose of what you are doing and why.



What you can do right now...

- Introduce the Drama Triangle model to your team members. Remember that this is not about being "right" or "wrong", but rather about being aware of what types of behaviours that are impeding individual and group success.
- Discuss what each role means and how people act out when they are playing each. List examples of different behaviours that may show up in your business.
- Get an agreement from the group to do their very best to be aware of when they are being "invited" on the triangle and do their best to get off it as soon as they can.
- Have a plan in place for "calling" team members on their behaviour if they seem to be spending too much time on the triangle. Do this in a compassionate, supportive manner – without being a Persecutor or Rescuer!
- Celebrate! When you or a team member get off the triangle or refuse the invitation to begin with, celebrate!! It's a big win!

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