



## DETERMINE DIRECTION TO TAKE

QUESTIONS AND DECISIONS	REASONS AND STRATEGY
<p><b>WORK DRAMA DESCRIPTION</b></p> <p><b><i>Complainer Type? Traits to Consider?</i></b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Whiner                    € Complicator</li> <li><input type="radio"/> Prima Donna            € Controller</li> <li><input type="radio"/> Toxic                        € Combination</li> </ul> <p><i>Determine types at <a href="http://www.StopComplainers.com">www.StopComplainers.com</a></i></p> <p><b><i>Who? (Name, role, history, status)</i></b></p> <p><b><i>How is he or she perceived by others?</i></b></p> <p>Or</p> <p><b><i>Energy Drain Type? Items to Consider?</i></b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Direction/lack of leadership</li> <li><input type="radio"/> Bottlenecks/red tape</li> <li><input type="radio"/> Technology challenges</li> <li><input type="radio"/> Paperwork/over scheduling</li> <li><input type="radio"/> Interruptions/multiple meetings</li> <li><input type="radio"/> Environment/cultural issues</li> </ul> <p><b>Who is affected? How? Frequency?</b></p>	
<p><b>IMPACT</b></p> <p><b><i>How does behavior or situation negatively impact business or others?</i></b></p>	
<p><b>BEST DIRECTION TO TAKE</b></p> <p><b><i>At this time, I'm choosing to:</i></b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Proceed with Current Approach and/or Wait</li> <li><input type="radio"/> Turn to Others (Who? &amp; for What?)</li> <li><input type="radio"/> Exit (Transfer or Change Jobs)</li> <li><input type="radio"/> Negotiate to Turn Drama Around</li> </ul>	

**Remember, you are in the driver's seat of *your* life and *your* career.  
Whether you decide to negotiate or not is *your* decision!**





## PREPARE TO NEGOTIATE WORK DRAMA

Even if you determine to pursue another direction, the exercise of preparing a plan of action allows you to think logically about work drama, create a roadmap if you later decide to turn things around, and attempt portions of negotiating now.

QUESTIONS AND DECISIONS	REASONS AND STRATEGY
<p><b>DECIDE TO NEGOTIATE</b></p> <p><i>What do I want?</i></p> <p>What are <i>my</i> personal reasons?</p> <p>How will the environment be better?</p> <p><i>Is it worth investing my time and effort?</i></p> <p>Does a potential reward outweigh my risk?</p>	
<p><b>FIND THE RIGHT SUPPORTERS</b></p> <p><i>Who are the other stakeholders?</i></p> <p>How do others perceive my Complainer?</p> <p>Why is a change in their best interests?</p> <p><i>What do I want our leaders to do?</i></p> <p>What supporting documentation exists?</p> <p>What is <i>realistic</i> to expect from our organization?</p>	
<p><b>DETOURS AND ROADBLOCKS</b></p> <p><i>What could go wrong?</i></p> <p>What is my worst-case scenario?</p> <p>Can I live with it?</p> <p><i>What is my alternative or plan B?</i></p> <p>Have I left myself an out?</p> <p>Should I adjust course or proceed as planned?</p>	





## NEGOTIATE YOUR WORK DRAMA

QUESTIONS AND DECISIONS	REASONS AND STRATEGY
<p><b>SETTING THE SCENE</b></p> <p><i>Where will I have this conversation?</i> (ex. A private place without distraction.)</p> <p><i>How will I start the conversation?</i> (ex. "I'm afraid I have difficult news." Or "I've observed a serious issue.")</p>	
<p><b>NEGOTIATE WITH A COMPLAINER</b></p> <p><i>Will a leader representative be present?</i></p> <p><i>If so, what is our plan and what role does he or she play?</i> <i>If not, have I warned leadership about possible reaction?</i></p> <p><i>What Complainer type do I have and what traits do I need to keep in mind?</i></p> <p>What will I say if my Complainer vents or becomes emotional?</p>	
<p><b>NEGOTIATE TO STOP ENERGY DRAIN</b></p> <p><i>What Energy Drain type do I have?</i></p> <p>How is investing expense and effort to correct a good business decision?</p>	
<p><b>CONVERSATION</b></p> <p><i>What objections do I anticipate and how will I respond?</i></p> <p>What is my "out" or escape if needed? (ex. "I need to take a break.")</p>	
<p><b>WRAPPING UP</b></p> <p><i>What is our agreement or next steps?</i> How will I document?</p>	

