

Question of the Week – January 27, 2019



What explains what people do and say?

One question which does not get old is to revisit why people say and do things that bewilders us? This also happens to any one of us when we are puzzled by what we may have said to someone for example and later we don't understand what may have prompted us to act that way? So, how can we better control what we say and do specially in difficult situations? by A. Corral

Leader Talking Points

Opportunity: Team-Building Activity

- a. Ask team members for examples of unexpected & puzzling things people do & say outside of work.
 - 1) Social Settings: Unexpectedly someone making sexual comments out of the "blue."
 - 2) Family Events: Erratic and offensive comments about family and friends.
 - 3) Advice: Someone saying destructive "words" are very much hurtful and can scar someone emotionally for life.
 - 4) Other.

Discussion Points

- a. Ask your team for examples of "out of place" comments and/or acts at work.
 - 1) Emails: Blatantly judging a strategy as "stupid."
 - 2) Team Meetings: Comments made which are considered "out of bounds."
 - 3) Senior Manager: Derogatory comments about employees.
 - 4) Other?
- b. Ask your team for ideas on how to address inappropriate acts in the workplace.
 - 1) Company Policy: Evaluate if acts violate company policies for example on sexual harassment.
 - 2) Incendiary Comments: Someone needs to call it out and point to company values.
 - 3) Other?

Team Challenge Activity

- a. Ask the team to offer one or two areas where inappropriate acts which have not been addressed in the past can be challenged.
 - 1) Example: A manager saying the work in a particular area can be done by "trained monkeys."
 - 2) Solicit ideas on how to address such comment specially when the person is someone with managerial authority.
 - 3) Ask for a volunteer to take the lead to work with the manager and team on the selected opportunity and report back to team on next steps.