

## Question of the Week – April 21, 2019



### “It’s not fair,” so how do you respond?

If you have kids – it is a pretty good bet you probably have heard “it’s not fair” but this is not limited to home as we hear this at work as well. The user is attempting to flag something they perceive is a problem so is it really an issue? To respond some may just ignore, others become combative, while some decide to shut the person down but there are others who take the time and effort to get this resolved. So – what is your go-to approach to “it’s not fair” and what does it do to your long term relationship with this person or kid? A. Corral

### Leader Talking Points

#### Opportunity: Team-Building Activity

- a. Ask team members for examples of “it’s not fair” outside of work.
  - 1) Politics: The claim that politicians can get away with anything.
  - 2) IRS: The idea that corporations get advantageous treatment vs. individual filers.
  - 3) Team Sports: The claim that some individuals with less potential and talent get more playing time.
  - 4) Other.

#### Discussion Points

- a. Ask your team for examples of “it’s not fair” comments at work.
  - 1) Promotions: The perception that some less qualified individuals get most of the promotions.
  - 2) Special Assignments: The idea that one or few people get most of the top level projects.
  - 3) Job Performance: A poor performer claims they are being treated differently from others and that the rules don’t apply equally.
  - 4) Other?
- b. Ask your team for ideas on how to address the “it’s not fair” comments at work.
  - 1) Communication: Open and constructive feedback on expectations and standards.
  - 2) Champions: Provide mentors and coaches to individuals as part of their development.
  - 3) Other?

#### Team Challenge Activity

- a. Ask the team to offer one or two areas where “it’s not fair” has been an issue.
  - 1) Example: A team member complains that the previous shift team does not pull their weight and that this causes an additional burden as they need to do some of their work too for the same pay.
  - 2) Solicit ideas on how to address this issue on a team level.
  - 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.