

Question of the Week – June 23, 2019



Act as expected vs. choosing something else?

Sometimes we are puzzled by what some choose to do vs. doing what normally would be expected. We may at first think that this person is simply confused. But, there are situations that require someone to challenge the status quo. If the outcome is negative, how do you self-correct when your actions are out of balance? A. Corral

Leader Talking Points

Opportunity: Team-Building Activity

- a. Ask team members for examples of contradictory actions outside of work.
 - 1) School: Student chooses to go out vs. doing homework.
 - 2) Friends: Nasty to you when you don't know what caused them to act this way.
 - 3) Other.

Discussion Points

- a. Ask your team for examples of contradictory actions at work.
 - 1) Manager: Lashes out at a meeting but no one knows why.
 - 2) Employee: Sarcastic at meetings when normally this person is collaborative.
 - 3) Other.
- b. Ask your team for ideas on how to deal with contradictory actions at work.
 - 1) Private Meeting: Provide feedback to individual in a private setting assuming the person is unaware of their actions.
 - 2) Core Values: Point out to individual their actions run against company values.
 - 3) Other?

Team Challenge Activity

- a. Ask the team to offer one or two areas where contradictory actions have been an issue.
 - 1) Example: Identify a situation where a team member is attacking and being belligerent to another team member.
 - 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.