

## Question of the Week – July 21, 2019



### What can we learn from defensive driving skills?

314-546-0497

When driving a vehicle, we are at times confronted with aggressive or reckless drivers who don't particularly care about sharing the road. Getting frustrated, angry or slurring some words under our breath will not fix or change the bad driving habits of others. So, defensive driving skills helps us mostly to anticipate and react accordingly so how can we use this to help us deal with aggressive and/or reckless behavior at work? A. Corral

### Leader Talking Points

#### Opportunity: Team-Building Activity

- a. Ask team members for examples of defensive driving skills outside of work.
  - 1) Distance: Keeping more than a reasonable braking distance specially when someone is on the road erratically.
  - 2) Red Lights: Assume some will run a red light upon entering an intersection.
  - 3) Other.

#### Discussion Points

- a. Ask your team for examples of defensive strategies at work.
  - 1) Nay Sayers: Anticipate negative feedback and prepare for rebuttal.
  - 2) Personal Attacks: React in a manner to defuse attack and report to senior management.
  - 3) Other.
- b. Ask your team for ideas on how to improve on defensive strategies at work.
  - 1) Training: Request participation in an in-house workshop or external seminar.
  - 2) HR: Document and report instances which create a hostile work environment.
  - 3) Other?

#### Team Challenge Activity

- a. Ask the team to offer one or two areas where the use or lack of defensive strategies have been an issue.
  - 1) Example: Identify a situation where an individual is aggressive towards others not only in meetings but in one-on-one meetings.
  - 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.