

Question of the Week – October 28, 2018:

ARROGANCE – the Good and Ugly Side!



Arrogance – what is the one word that comes to mind when you hear someone is arrogant? On the positive side, probably confidence comes to mind. On the other side, it is probably easier to think of words like conceited, overbearing, assuming, pretentious to name a few. So – would you hire someone who appears to be arrogant and what if you already have one as a co-worker or as a manager? Is there a way to leverage arrogance? By A. Corral

Leader Talking Points

Opportunity: Team-Building Activity

- a. Ask team members for examples of arrogance outside of work.
 - 1) Friends: Someone constantly brags about possessions.
 - 2) Politics: Belittles and disrespects others who are perceived as less worthy.
 - 3) Social Clubs: Claims about how someone has done more than anyone else in the group.
 - 4) Other.

Discussion Points

- a. Ask your team for examples of arrogance at work.
 - 1) Meetings: Someone always has to have the last word on an issue.
 - 2) Special Projects: Vocal about how his/her way is better than anyone else based on past experience.
 - 3) Other?
- b. Ask your team for ideas on how to manage arrogance at work.
 - 1) Assertiveness: Manage to respond in a respectful while direct and balanced manner.
 - 2) Avoidance: As much as possible, avoid being in situations when arrogant person is present.
 - 3) Other?

Team Challenge Activity

- a. Ask the team to offer one or two areas where where arrogance can be addressed.
 - 1) Example: Create a safe work environment where peers can challenge an assertion or claim without attacks for example clarifying whether the person has an opinion vs. fact based statement.
 - 2) Solicit ideas on how arrogance can be dealt with from both manager and employee's perspective.
 - 3) Ask for a volunteer to take the lead to work with the manager and team on the selected opportunities and report back to team on next steps.