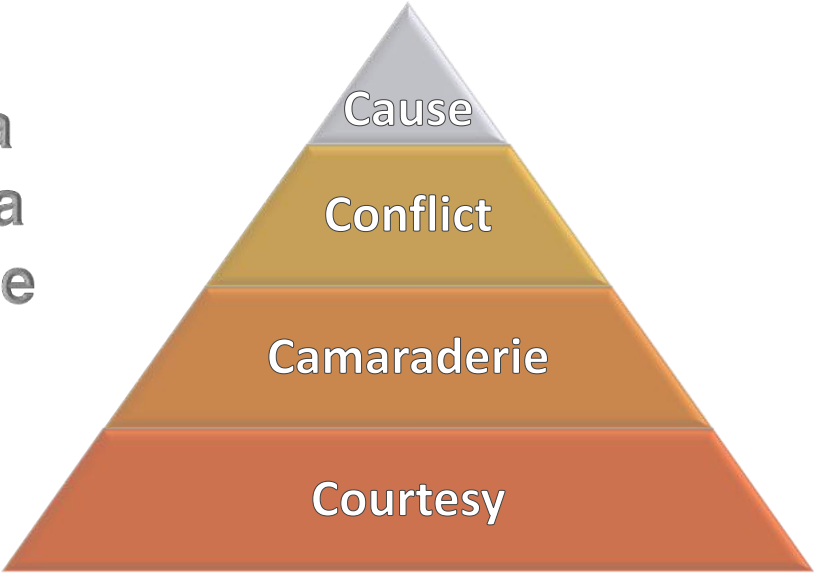




**4 C's of a No-Drama Healthcare Team**



Cause  
Conflict  
Camaraderie  
Courtesy

412.977.9928    www.JoeMull.com    **M** JOEMULL    joe@joemull.com    @joemull77



*“High expectations are the key to everything.”  
– Sam Walton*

412.977.9928    www.JoeMull.com    **M** JOEMULL    joe@joemull.com    @joemull77

“We will treat each other with courtesy and respect at all times.”



412.977.9928

www.JoeMull.com

 JOEMULL

joe@joemull.com

 @joemull77

The quality of the interactions that take place on your team are determined by what you expect and permit.



Leaders must articulate, role model, enforce, and skill-build an expectation of courtesy and respect in all communication.

412.977.9928

www.JoeMull.com

 JOEMULL

joe@joemull.com

 @joemull77



T or F? At the core of almost all drama is people reacting to how they feel they were treated by others?

412.977.9928      www.JoeMull.com      **M** JOEMULL      joe@joemull.com      @joemull77



Date #1      Date #2      **Date #3**

*"The Planning Fallacy"*

*"Fundamental Attribution Error"*

Kahneman, Daniel; Tversky, Amos (1979). "Intuitive prediction: biases and corrective procedures". *TIMS Studies in Management Science* 12: 313-327.

Jones, E. E.; Harris, V. A. (1967). "The attribution of attitudes". *Journal of Experimental Social Psychology* 3 (1): 1-24

412.977.9928      www.JoeMull.com      **M** JOEMULL      joe@joemull.com      @joemull77



We are psychologically hard-wired to more favorably judge ourselves and more harshly judge others.

412.977.9928

www.JoeMull.com



joe@joemull.com



Leaders must create opportunities for teams to interact, play, and celebrate beyond their job roles.



412.977.9928

www.JoeMull.com



joe@joemull.com



T or F? My team will be more successful if we eliminate conflict in the workplace.



412.977.9928

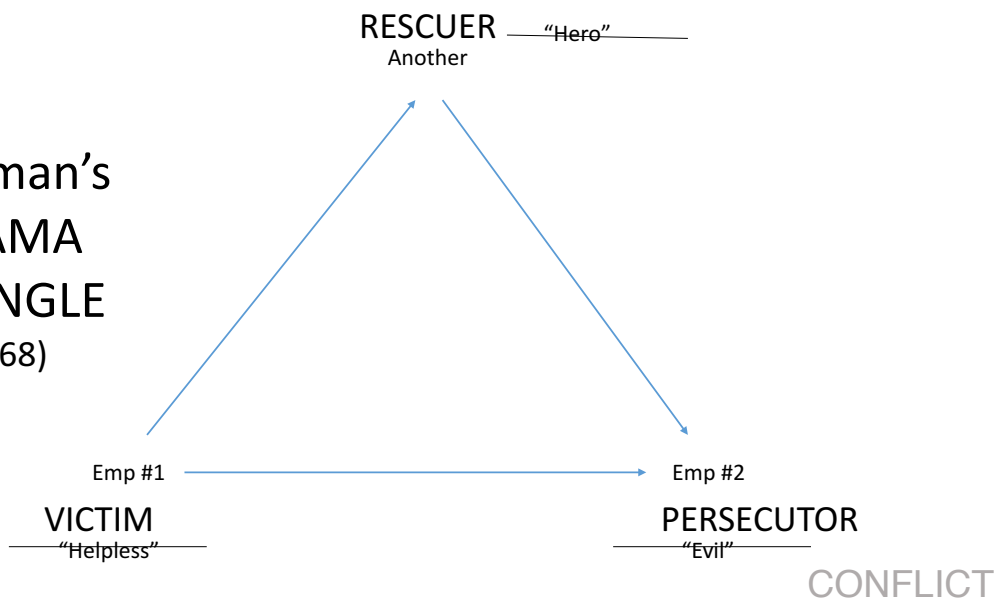
www.JoeMull.com

**JOEMULL**

joe@joemull.com

@joemull77

### Karpman's DRAMA TRIANGLE (1968)



412.977.9928

www.JoeMull.com

**JOEMULL**

joe@joemull.com

@joemull77



## To champion healthy conflict in the workplace, leaders must:

- Guide teams through pro-actively setting expectations for how conflict will be handled
- Teach teams how to give & receive feedback
- Role model all desired behaviors
- Affirm contributing behaviors at every opportunity
- Mandate adherence to agreements, redirect
- Challenge people’s assumptions about others motives and character
- Mediate conflict when participants can’t self-resolve
- Remove toxic employees who damage the culture

412.977.9928

www.JoeMull.com

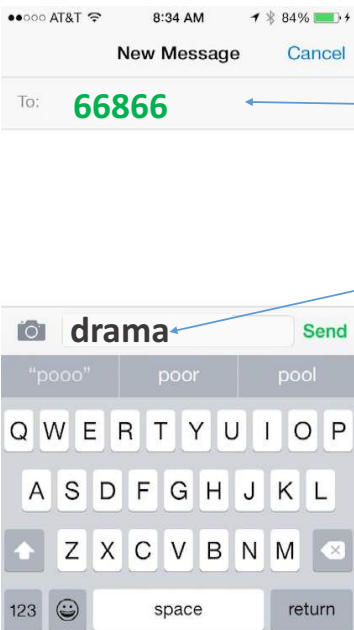


JOEMULL

joe@joemull.com



@joemull77



To get your toolkit:

Compose a text to 66866 with the word drama in the message.

Click send. Wait for “One more step” reply.

After getting “One more step!” message, reply with your email address.

Voila!

412.977.9928

www.JoeMull.com



JOEMULL

joe@joemull.com



@joemull77

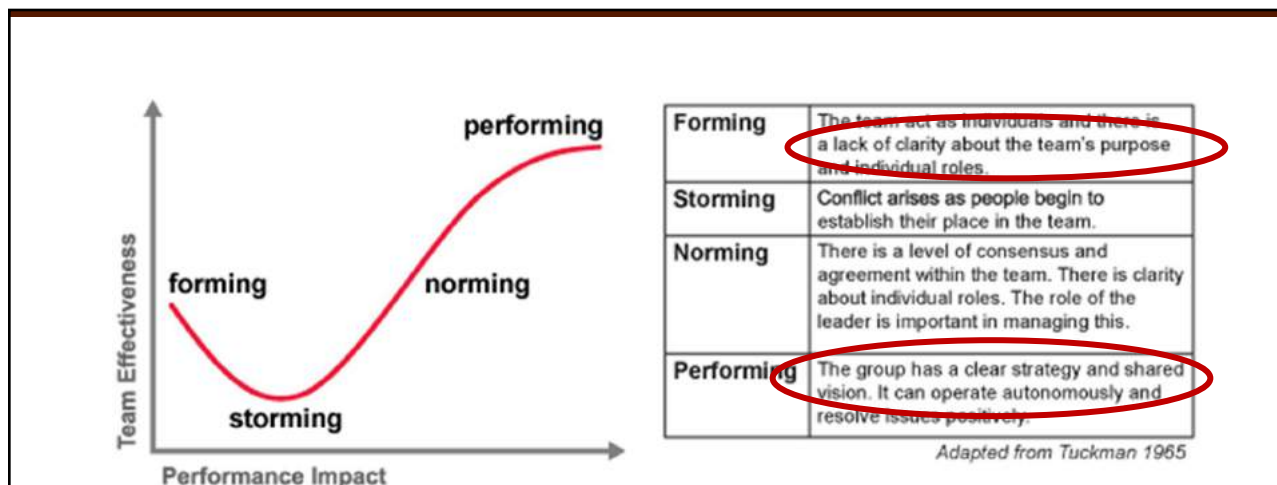


Fig. 1 Tuckman's Model

For toolkit text DRAMA to 66866

412.977.9928      www.JoeMull.com      **M** JOEMULL      joe@joemull.com      @joemull77

A common purpose leads to interdependence and shared effort.

412.977.9928      www.JoeMull.com      **M** JOEMULL      joe@joemull.com      @joemull77



Your CAUSE is the difference your work makes in the lives of others.



412.977.9928

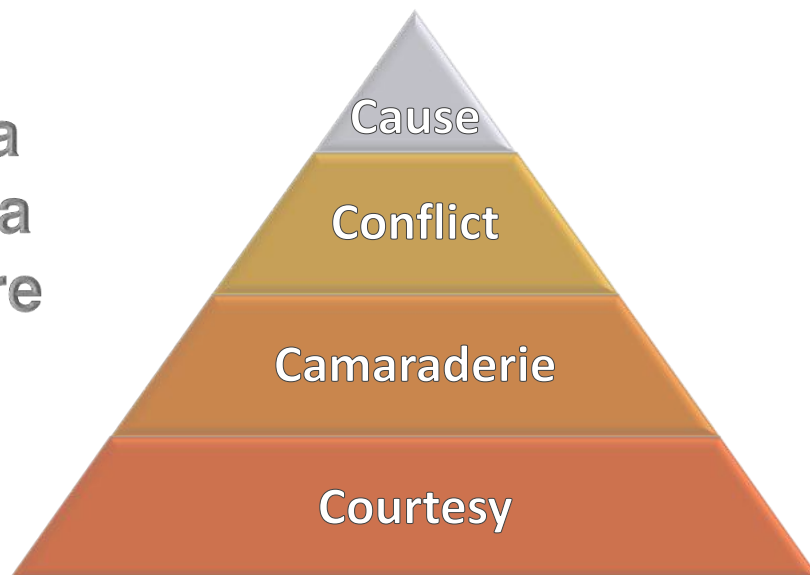
www.JoeMull.com

 **JOEMULL**

joe@joemull.com

 @joemull77

## 4 C's of a No-Drama Healthcare Team



For toolkit text DRAMA to 66866

412.977.9928

www.JoeMull.com

 **JOEMULL**

joe@joemull.com

 @joemull77



thank you

[www.joemull.com](http://www.joemull.com)

412.977.9928

[www.JoeMull.com](http://www.JoeMull.com)



JOEMULL

[joe@joemull.com](mailto:joe@joemull.com)



[@joemull77](https://twitter.com/joemull77)