HOW TO CREATE A DRAMA FREE ENVIRONMENT
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- What is DRAMA
- The roles people play in a DRAMA situation
- Your personal role in DRAMA
- Different ways to deal with DRAMA
- Different ways to deal with difficult people
- What to do when you need help in a DRAMA situation
- Reflection
DRAMA PLAYERS

Believes his/her needs do not count.

Can be overly sensitive, wish-washy and unable to make and stick to decisions.

Doesn't take responsibility for own feelings.

Stuck in a false sense of being unworthy with defenses of feeling sorry for self and passive aggressive behavior.

Deals with threats by giving in, in order to feel safe and is submissive when others act inappropriately.

Unable to stand up for self and avoids confrontation.

Anger, resentment and retaliation through manipulation and refusal to act as a responsible adult.

Moves between "Poor me" and anger with blaming others "He/she is bad."
**DRAMA PLAYERS**

- Stuck in a false sense of superiority and defense mechanisms keep people in denial.

- Addictive role--feeling the adrenalin rush during anger and rage. Getting high from fighting and witnessing fights. (If you get energized watching the Jerry Springer show, you might check out adrenalin addiction.)

- Unconsciously uses anger as an energizer to keep depression at bay.

- Needs to be in control and uses verbal or physical force to stay in power.

- Deals with threat, new ideas and conflict with anger to stay safe in the role of being the dominant person.

- Uses blame, criticisms, attacks and then venting to release stress.

- Is highly judgmental of others and angry when others do not do what they say.
**Drama Players**

- Stuck in a false superiority with defense of acting unselfishly to help others.
- Addictive role—feeling good at the expense of others' rights to take care of themselves.
- Good guy beliefs, such as taking the "high moral ground" of rescuing and enabling others.
- Needs to be in control of others to avoid own feelings and problems.
- Garnering self-esteem by being seen as unselfish for someone else's own good.

- Uses rescuing and enabling to connect or to feel important.
- Highly judgmental of others and angry when others do not do what he/she says.
- Super caretaker role can create sense of giving own self away and create depression.
ALL DRAMA PLAYERS

• cause pain.
• come from denied pain.
  • perpetuate lies and unhealthy secrets.
• come from a sense of shame and cause shame.
• come from feelings of unworthiness.
• are about a loss of personal power.
• perpetuate guilt and a "sick sense of love."
• keep people caught in dysfunctional behavior.
• are passed down to the next generation of children.
YOUR PERSONAL ROLE IN DRAMA

Watch out for drama triangles and start to pay attention to who is playing the role of persecutor, victim, and rescuer. Be mindful of which role you tend to play.

Explore what is being avoided by participating in the drama. Are there some deeper issues in the organization that need to be addressed? If so, what are they?

Notice your reactions to drama. What are you doing? Not doing? What are you taking responsibility for?

When you get triggered by drama, focus on grounding yourself. Do not deal with the drama until you can get involved without escalating your own emotional reaction.

Be a part of the solution: Facilitate a healthy outcome by focusing on principles - respect, honesty, and making agreements that work. Recognize that the more intense the drama, the harder it will be to get people to come up with a healthy outcome.

If you are too close to the issue at hand, get a mediator to facilitate healthy dialogue.
5 TIPS TO STOPPING DIFFICULT BEHAVIOR

1. You Must stand up "I am here to be taken seriously"
2. Talk straight (7% words/38% tone/55% body language)
3. Listen to them.
4. Avoid Triangling.
5. Move to problem solving.

PREVENTION IS KEY
WHEN TO GET HELP TO END THE DRAMA

- If after several attempts, your efforts to deal with the person don’t seem to work
- Harassment/Bullying
- “Burned Out”
- Code of Conduct Violations
- You feel “unsafe”
- Person appears to be suffering from anxiety, depression
- The person appears to be suffering from substance abuse such as drugs and alcohol.
SOME THINGS TO TRY

- Be able to distill your thoughts into a crisp statement (no blabbing).
- If you’re going to talk, talk. Be clear about wanting 10 minutes or 30 minutes or an hour to discuss something that’s important to you.
- Be authentic – if your “stance” isn’t genuine, the words won’t matter.
- Be genuinely curious (listen for what’s new in the other’s thinking, not for the best time to jump in with your own opinion).
- Genuinely care, or wait until anger passes and you can feel genuine.
- Be flexible if a new problem comes up. Select the right problem to deal with, either the original problem or the new one. Don’t mix them together.
- Stay focused. Deal with only one problem at a time, then move to the next.
- Create a plan of action: who does what by when with what follow-up.
Healthy Skills for the Perpetrator Role to Leave the Drama Triangle

• Stop denying that you reject, punish, or persecute others.

• Face the horrific reality that you have damaged others by your unrealistic expectations and anger.

• Stop rationalizing and justifying domineering beliefs and behaviors.

• When others disagree with you, ask yourself, "Am I really being threatened or is it just a difference of opinion?".

• Own how you are energized by getting angry. Identify the adrenalin rush that anger gives you.

• Find new, healthy highs and energizing experiences to replace the adrenalin high of anger.

• Attend anger management classes to learn anger containment and anger release techniques.

• Monitor anger and take a time-out by walking away before you become verbally or physically abusive.

• Apologize to those you have harmed and begin the repair work to set the family on a healthy course.

• Get a life where you can live in peace, without anger!
• Healthy Skills for the Victim Role to Leave the Drama Triangle

• Stop expecting someone else to rescue you. Think and problem solve for yourself. Act boldly.

• Take responsibility for your feelings, thoughts and actions that contribute to your Victim role.

  • Be authentic with others and learn to state your feelings and your needs firmly.

  • Learn to handle confrontation and deal with other people’s anger.

• Decide what you expect and state your minimum standard of behavior that you consider to be decent treatment from others.

• Set limits with Perpetrators and rescuers and walk away if they don’t respect your boundaries.

• Stop blaming the Perpetrator and rescuer and focus on getting out from under their influence.

• Deal with your anger at being scapegoated and punished by others and your taking on the victim role.

• Surround yourself with new, positive friends and define yourself as an independent person who can handle life’s problems.

  • Get a life where you are responsible for yourself!
• Healthy Skills for the Rescuer Role to Leave the Drama Triangle

• Catch yourself in the act of feeling good because you helped someone. Stop basing your self-esteem on helping others.

• Give up the need to feel superior because you are the good guy who always helps others.

• Address your self-esteem needs to control others and know what is best for them.

• Address your own problems, shortcomings and negative emotions instead of focusing on other people.

• Stop rationalizing and justifying your caretaking and enabling behavior.

• Stop feeling sorry for other people and giving them advice, money or support.

• When others overwhelm you with their problems, tell them you are not qualified to deal with such deep issues and suggest they get professional help.

• Define your new self-esteem as a person who takes care of your own feelings, thoughts, actions and problems.

• Bow out of the drama and encourage the Victim to stand up to the Perpetrator whenever possible.

• Get a life where you are responsible only for yourself!
FIVE WAYS TO CREATE YOU CAN CREATE A DRAMA FREE ENVIRONMENT

STEP ONE: START WITH YOURSELF

Take responsibility for your actions

Look at how you play into drama

Make necessary changes to stay out of the drama

Be the best you that you can be each day
FIVE WAYS TO CREATE YOU CAN CREATE A DRAMA FREE ENVIRONMENT

STEP TWO: DIAGNOSE THE PROBLEM

Decide which personality you are working with.
1. Complainer: they blame others and don't take responsibility for their own actions
2. Cynics: they are intelligent but always see the downside of a situation
3. Controllers: they cannot delegate or meet deadlines
4. Caretakers: struggle to delegate and want everyone to like them

Based upon the above personality type, you need to choose the best approach. A softer approach works best with complainers and caretakers while cynics and controllers need a more direct approach.
FIVE WAYS TO CREATE YOU CAN CREATE A DRAMA FREE ENVIRONMENT

STEP THREE: HAVE A DIRECT CONVERSATION

Speak about the situation with the person in an area that is not threatening or around other people. You need to get to the heart of the problem, discuss the situation, discuss what is appropriate and not, and create a plan for change.

Be prepared some people may become emotional during the conversation.
FIVE WAYS TO CREATE YOU CAN CREATE A DRAMA FREE ENVIRONMENT

STEP FOUR: DEVELOP CLEAN AGREEMENTS

Once you have had your conversation, the next step is to create a plan that will allow change to take place. While doing the plan it is important to tie the current actions and behaviors into BUT to also highlight the good things that take place or that they do complete. Creating a realistic timeline for change will help to show progress.
FIVE WAYS TO CREATE YOU CAN CREATE A DRAMA FREE ENVIRONMENT

STEP FIVE: AFFIRM POSITIVE BEHAVIORS

Don't forget to let them know when you catch them doing something good or handling a situation correctly.
WHAT NOT TO DO

- Don’t play games (a surprise attack or entrapment).
- Don’t play charades (frown, smirk, or look at your watch).
- Don’t pass the buck – play good cop, bad cop.
- Don’t play “read my mind” – comes off as patronizing or manipulative.
- Don’t “pretend” to involve them if you’re really going to manipulate them to come around to your way of thinking.
WHAT ARE YOU GOING TO DO TO CREATE YOUR OWN DRAMA FREE ENVIRONMENT
REFERENCES

1. Ways to Create a Drama-Free Workplace
   www.nfib.com/articles
2. Drama Triangles
   www.angriesout.com
3. Colorado State Judicial Human Services
<table>
<thead>
<tr>
<th>Seemingly Innocent Act</th>
<th>Office Drama Points</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being late for work</td>
<td>1</td>
<td>Every five minutes you’re tardy mysteriously becomes “like, a half hour” to your co-workers.</td>
</tr>
<tr>
<td>Staying home sick</td>
<td>1</td>
<td>“Really, all he’s got is a head cold? Wouldn’t stop me from showing up,” thinks everybody.</td>
</tr>
<tr>
<td>Talking about work at lunch</td>
<td>2</td>
<td>Ugh. Can we go over last night’s “Game of Thrones” or something?</td>
</tr>
<tr>
<td>Making special requests for unusual supplies</td>
<td>2</td>
<td>How many fancy pens, ergonomic chairs and leatherette folders does it take to make you a problem case? Um... two.</td>
</tr>
<tr>
<td>Pester the people who own the building</td>
<td>3</td>
<td>Complain too much to the landlord about the parking, the drafts or the water pressure and you become “that person.”</td>
</tr>
<tr>
<td>Closing your office door for any reason at all</td>
<td>3</td>
<td>Any closed door breeds suspicion that something heavy is going on with you.</td>
</tr>
<tr>
<td>Riding the telecommuting policy for all it’s worth</td>
<td>4</td>
<td>Nobody sees you slaving away at home, but they do imagine you playing Words With Friends and scrapbooking.</td>
</tr>
<tr>
<td>Working alone, in a vacuum</td>
<td>4</td>
<td>The fewer people who know what you actually do, the more people think you actually don’t do a danged thing.</td>
</tr>
<tr>
<td>Just plain hating people</td>
<td>1 point for every poor soul who’s earned a grudge</td>
<td>If you wonder to yourself, “Why are I surrounded by dolts?”, your Dolt Detector may need to be set to ‘Include Owner in Search.’</td>
</tr>
</tbody>
</table>

It turns out you don’t even need to get into scrapes with your co-workers to raise the tension level all around you. If you accumulate more than five points in one week using this scorecard, you may be on the road to becoming one of those employees people whisper about.

If you rack up more than 10 ... hoooo boy.
CATCH YOURSELF IN THE DRAMA ACT

AND CHOOSE A MORE POWERFUL RESPONSE

www.poweroffid.com
Let's make a Coping Skills Toolbox!

What is it?

A Coping Skills Toolbox is a place for you to keep things that calm you down in periods of distress. If you have everything gathered in one place, it's easier to remember to use your coping skills, rather than using negative behaviors.

Self-Soothing

(Comforting yourself through your five senses)
Mindfulness
(tools for centering and grounding yourself in the present moment)
Examples:
- Meditation or relaxation recordings
- Grounding objects (like a rock or paperweight)
- Yoga mat
- Breathing exercises

Crisis Plan
(Contacts info of support and resources, for when coping skills aren't enough)
- Family/Friends
- Therapist
- Psychologist
- Hotline
- Gril-A-Tech (URL)

Put it all together!
Once you've gathered all of your items, put them together in a box or other container, decorate it to your heart's content, and put it in a place where you'll remember it. Then USE IT!

Brought to you by:
summerofrecovery
(aka false-spring-queen)

Have a kickass recovery day!

A bird sitting on a branch is never afraid of the branch breaking. Because her nest is not on the branch, but on her own wings. Always believe in yourself.
Pattern of Conflict

"Avoiding destructive pattern of conflict"

- Three roles in the destructive Drama Triangle
- Everyone knows how to assume one role
- Everyone has a favorite role
- Learned from childhood, very practiced
- Hard to avoid unless you are aware