

IDENTIFYING AND HANDLING DESTRUCTIVE HABITS AND BEHAVIOURS IN A WORKING ENVIRONMENT

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Chapter 1

- Welcome
- Purpose
- Rules
 - Language
 - Time
 - Respect
 - Taking notes
 - Names
 - Tools
 - Clues

Chapter 2

Introduce yourselves by first name and position

Talk a bit about yourself, including at least 3 things you do very well at work and at least another 1 thing you need improving at work

30 seconds each, on the clock, not less (!)

Chapter 3

The Chaos

Chapter 4 – Task 1

Defining Negative Behaviours within a Workplace

1. Design the optimum and complete definition of a negative behaviour within a workplace
2. List negative behaviours within a workplace
3. Narrow down the list to common negative behaviours that can come from home

Ch.4 – Defining Negative Behaviours in a Workplace

Definition of negative behaviour within a workplace

- One person's BEHAVIOUR at work IS considered NEGATIVE IF it adversely impacts team members, erodes team cohesion and affects team's performance.

Ch.4 – Defining Negative Behaviours in a Workplace

A few behaviours affecting people are:

- Bullying
- Sexual Harassment
- Slander
- Shunning
- Instigation
- Physical Assault
- Coercion through taking advantage of hierarchical position

Ch.4 – Defining Negative Behaviours in a Workplace

A few negative behaviours affecting the performance are:

- Arriving late at work and leaving early
- Spending too much time away from the desk
- Engaging excessively in small talks and gossiping
- Exploiting the length of the lunch break or the frequency of cigarette breaks
- Browsing the internet for personal reasons instead of working
- Ordering or taking items from work for personal use
- Complaining that they don't have time for the task
- Non solution oriented – “We should have” or “It was before my time”

Ch.4 – Defining Negative Behaviours in a Workplace

Common negative behaviours that can come from home:

- Discrimination (taking the mickey out of age, religion, gender, sexual orientation, personal preferences, appearance)
- Harassment (verbal, sexual, physical)
- Littering
- Stealing

Points, Vote, Clue

Chapter 5 – Task 2

Identifying the Negative Behaviours

1. List ways of identifying / discovering negative behaviours at work
2. List arguments that give certainty that the identification of negative behaviours is accurate

Chapter 5 – Identifying the Negative Behaviours

How to identify negative behaviour?

This can be done through:

- Observation
- Performance reviews / appraisals
- Complaints triggered
- Flagging / signalling done by other staff

Chapter 5 – Identifying the Negative Behaviours

Are you sure you are sure? If the negative behaviour is:

- Certain (documented, video proof), then you are sure
- Assumed, then it needs to be tested:
 - ° Continuously observe to accept or reject the hypothesis
 - ° Pay attention to behaviours emerged from appraisals about this or other staff
 - ° Test the validity of complaints to see whether the negative behaviour is a cause or effect
 - ° Events signalled by other staff may or may not reveal underlying problems allowing them to come to the surface

Points, Vote, Clue

Chapter 6 – Task 3

Handling and Preventing the Negative Behaviours

1. In logical order, set the steps of addressing negative behaviour once identified and certain
2. List ideas on how once addressed, negative behaviours can be prevented from occurring or reoccurring

Ch. 6 – Handling & Preventing Negative Behaviours

Handling negative behaviours

Course of action:

- Take the person aside to speak to them
- Give a short summary of the facts
- Explain the negative impact of their actions
- Describe the emotions of the people affected by this negative behaviour
- Agree an action plan and set targets with the person on how the issues can be rectified

Ch. 6 – Handling & Preventing Negative Behaviours

Preventing negative behaviours from occurring or reoccurring

- The perpetrators can be chosen as ambassadors for promoting anti-negative behaviours
- The victims can become ambassadors for encouraging people to come forward if experiencing similar issues
- Coaching
- Team buildings
- Promoting respect and equality

Points, Vote, Clue

Chapter 7

Put the clues together and give me the key.

The key is one word.

Ch. 7 – Clues for the audience

Clue 1 – I could be in the office. I could be at home. I am not agile.

Clue 2 – Nick Moved to Japan last summer and although I have thought it would be very difficult for him to adapt to the different culture and conditions, he found it acceptable, Now, he wants me to also join him.

Clue 3 – I absolutely love gymnastics and do not miss any Olympics or World Championships. It is amazing the amount of work they put in but what thrills me is what they can do with their bodies: jumping, landing, spinning, turning, going backward and forward.

Chapter 8

Awards and Closing