Welcome to

Tri-State Healthcare Human Resources

Spring Conference

Marriott Myrtle Beach Resort & Spa at Grande Dunes

“Escaping the Dreaded Drama Triangle”

Presented by

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Principal Consultant
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NCHHRA, SCHHRA and VaSHHRA
Your Leadership Presenter

Lee Hubert MBA, SPHR-SCP
Principal Consultant
Voltage Leadership Academy
Roanoke, Virginia 24016

• Leadership Coach, Trainer, Facilitator and Keynote Speaker.

• HR and leadership roles at Fortune 500 companies including: MCI, Wisconsin Energy, Morgan Stanley Smith Barney, Carilion Health System, Wake Forest University Hospital, and the Hospital Corporation of America.

• 20+ years’ experience in Management Training, Employee Engagement, Performance Management, Succession Planning, Employee Relations and Conflict Resolution.

• From Syracuse New York, holds an MBA in HR Management and undergraduate degree in Journalism with current SPHR and Senior Certified Professional (SCP) HR certifications.

• Lives at Smith Mountain Lake, VA with wife Jane. Offline interests include playing guitar and playing golf.
“Drama”

noun 1. an exciting, emotional, or unexpected series of events or set of circumstances

verb 1. the **ability** to make peers, colleagues and management staff immediately crazier than normal
Our Focus

How to Escape the DDT with TED

- Provide support without assuming ownership when somebody else should
- Identify and break the cycle of dysfunction that leads to unsuccessful outcomes
- Use DDT/TED methodology to provide feedback informally or in performance reviews
- Turn “victims” into “co-creators,” “rescuers” into “coaches” and “persecutors” into “challengers”
Change is NOT Always Easy

And Often Doesn’t happen Overnight

However…

Shifting out of the drama triangle into a positive approach to life’s challenges is absolutely possible
3 Aha’s of Change

What looks like a people problem is often a situation problem.

What looks like laziness is often exhaustion.

What looks like resistance is often a lack of clarity.
Conscious Mind

Everything we are aware of.

Thinks freely and creates new ideas "out of the box".

5%
Subconscious Mind

A database of programmed behaviors.

Can **NOT** move out of it’s fixed programs

95%
Make Shift Happen

The Dreaded Drama Triangle (DDT)™

Rescuer → Persecutor

Making Shifts Happen

Creator

Challenger

Coach

© David Emerald & The Power of TED*. All Rights Reserved. - www.powerofted.com - The DDT is derived from the Karpman Drama Triangle

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MindSet
Shifts Happen By:

1. Focusing on what we want rather than what we don’t want

2. Moving from reacting to responding to life experiences

3. Reconnecting and focusing on our dreams and desired outcomes
David Emerald’s
REVISED & UPDATED
THE POWER OF TED
"THE EMPOWERMENT DYNAMIC"

“"The Empowerment Triangle is a highly original and effective escape from the Drama Triangle."
—Stephen Karpman, M.D., originator of the Karpman Drama Triangle

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The Empowerment Dynamic (TED)

David Emerald's TED* (*The Empowerment Dynamic) triangle provides an alternative to the Karpman Drama Triangle.

Creator

Passion-Based Outcome-Focused

Challenger

TED*

"The Empowerment Dynamic"

Coach

Persecutor

Dreaded Drama Triangle

(Karpman's Drama Triangle)

Rescuer

Victim

Anxiety-Based Problem-Focused

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Just because some people are fueled by drama doesn’t mean you have to attend the performance.

— CHERYL RICHARDSON

Simple Reminders
SIMPLEREMINDERS.COM
Problem Orientation = What I ____ want

Which one do you prefer?

Creator Orientation = What I ____ want

Emotional Response

F____
F____
F____

Triggers your ___________

Exercises:
• What is your default role?
• What is your preferred role?
• How can you shift your mindset?
• What will shift your employees mindset
• What can you do differently today?

*Source The Empowerment Dynamic By: David Emerald
FOCUS

*Source: David Emerald *The Power of TED: The Empowerment Dynamic*

Behaviors

Inner State

Emotional Response

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Problem Orientation = Drama
Problem

Reaction

Anxiety

Emotional Response

*Source: David Emerald *The Power of TED: The Empowerment Dynamic*
Which one is Your default?

Persecutor

DDT

Rescuer

Victim

*Source: David Emerald *The Power of TED: The Empowerment Dynamic*

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THE NEED TO BE RIGHT CAN FUEL THE PERSECUTOR IN YOU.

www.PowerOfED.com
Creator Orientation
What I *Want*?

*Source: David Emerald *The Power of TED: The Empowerment Dynamic*

**Vision**

**Baby Steps**

**Passion**

Emotional Response

Triggers your prefrontal cortex

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Which one do **You** prefer?

*Source: David Emerald *The Power of TED: The Empowerment Dynamic*
When Drama Shows Up...

See It Name It
Learn From It

Then Choose Your Response
How Some People Experience Leadership

Not - Engaged

Engaged

RRR

CCC

Renters

Owners

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Principles of Crucial Conversations

Crucial Conversations by Patterson, Grenny, McMillan, & Switzler

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A Form of Crucial Conversation

When routine conversations turn crucial we can respond in one of three ways:

1. We Can Avoid Them
2. Handle Them Poorly or
3. Handle Them Well

Three Ingredients of Crucial Conversations

- Opposing Opinions
- Strong Emotions
- High Stakes
Principles of Crucial Conversations

Lets Escape the DDT by applying Leadership

1. **Get Unstuck**
   How to spot the conversations that are keeping you from what you want.

2. **Start with Heart**
   How to stay focused on what you really want.

3. **Master Our Internal Stories**
   How to stay in dialogue when you’re angry, scared, or hurt.

4. **STATE My Path**
   How to speak persuasively, not abrasively.

5. **Learn to Look & Make it Safe**
   How to notice when safety is at risk. Make it safe – Create Mutual Purpose

6. **Explore Others’ Paths**
   How to listen when others blow up or clam up.

7. **Move to Action**
   Hold people accountable.
What Mindset Shift Does Your Team Need to Make

**Problem Mindset** (Renters)
- Focus on Problems
- Externalize Change
- Are Told What To Do

**Vision Mindset** (Owners)
- Focus on Solutions
- Internalize Change
- Initiative / Figure It Out

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*Change the Culture, Change the Game*

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Problem Orientation = What I _____ want

Creator Orientation = What I _____ want

Emotional Response

Triggers your

Exercises:
• What is your default role?
• What is your preferred role?
• How can you shift your mindset?
• What will shift your employees mindset
• What can you do differently today?

*Source The Empowerment Dynamic By: David Emerald
Winning Thoughts for Tomorrow

How would the person I want to become....handle the things that I am about to do....?
Thank You!
For Your Time and Attention

For Additional Information

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