

Be a Positive Force for Change:

HOW TO COACH SOMEONE THROUGH A NEGATIVE SITUATION

Together & Company promotes a positive work environment.

We have a culture of being proactive rather than reactive. But sometimes we find ourselves in situations where our team members are having a bad day, under pressure or simply venting. If you experience an interaction with a team member “having a moment” know that you can help this person feel heard and diffuse the situation with specific techniques. We want everyone to feel equipped to identify when a situation may be trending negative and how to transform it into a positive!

01

Undersand THE SITUATION

Listen to what they say and respond positively. Don't buy in or feed the negativity.

What extraneous factors are contributing to this behavior? Is it hot? Do they have a sick kid? Did their car just break down?

02

Respond to THE SITUATION

Redirect them. If you can't redirect, make the situation private.

Validate that you have heard them while maintaining consistent, positive language. For example, “Sounds like you have a valid point...”

Ask IF and HOW your team mate responded initially to the situation and if it was brought up before with their supervisor.

Did they already write down their frustration and put it in the suggestion box, or was time scheduled with their direct supervisor to discuss it?

03

Question THE SITUATION

Why do they feel the way they do? Are they just venting or is this a pattern of negative behavior? Do they purposefully stir the pot?

Is it TRUE? Is there something wrong with the process that could be fixed? What have they experienced that would cause this behavior?

04

Follow up on THE SITUATION

Check on them to see if things have cleared up. This shows that we are actively listening and care about their feedback.

If the behavior persists, make sure another supervisor or manager is aware. It's not about ratting them out; we will honestly try to help this person by digging into the perceived problem.