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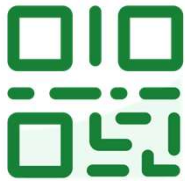
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This is a session about you, me, and everybody else.

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Join at [slido.com](https://slido.com)  
#2762146

① Start presenting to display the joining instructions on this slide.

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Does Drama exist at your workplace?

① Start presenting to display the poll results on this slide.

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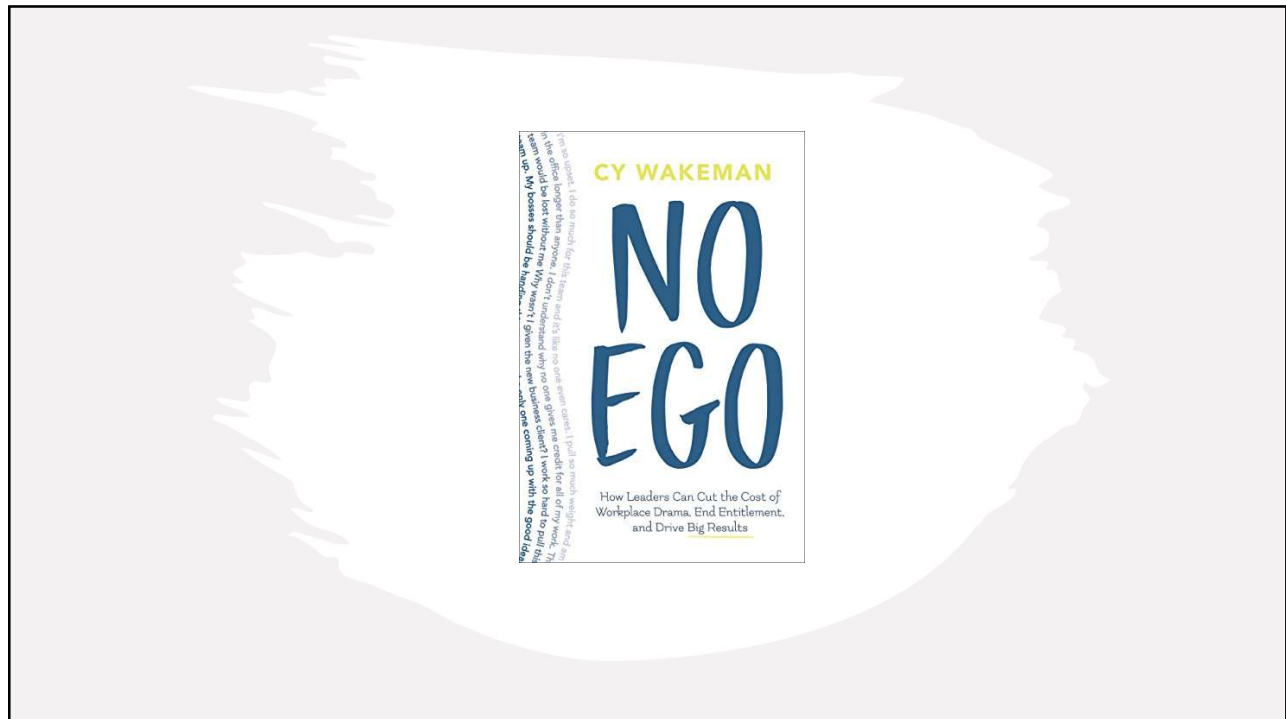
- ✓ A chat about workplace drama
- ✓ The cost of drama in the workplace
- ✓ What you can do to reduce drama in the workplace
  - ✓ Reflections

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## Wade's Ground Rules

- Dive into the conversation
- Share the air
- Stop all conversations when you hear the bell
- Don't pair up with a person from your Y.
- In describing situations, do not use anyone's name
- Respond to Slido polls superfast

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**What does drama look like in your workplace?**

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Pair up with someone from another YMCA and share your thoughts about what drives drama at your workplace.

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## Emotional Immaturity



-  Can't handle negative emotions and can't make sense of situations or even defend themselves appropriately.
-  May overreact to situations or have trouble controlling their emotions.
-  Are usually self-centered, they think everything is about them and take the opinions and perspectives of others personally.
-  Lack certain emotional and social skills and have trouble relating to other adults.
-  May exhibit impulsive behavior.

Source: Ana Vakos - Think Aloud

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"emotional waste," as mentally wasteful thought processes or unproductive behaviors that keep leaders or their teams from delivering the highest level of results.

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The ego's main function is to generate emotional waste

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## EGO BEHAVIORS

- Hurt feelings, misinterpretations or speculation
- Dealing with hearsay or gossip
- Handling defensiveness and resistance to feedback
- Dealing with employees who vent or complain
- Managing workplace gossip
- Addressing employees who tattle on or judge others
- Employees who compare their situation to others

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## NO EGO CORE BELIEFS

Professionals give others the benefit of the doubt - they assume noble intent

Suffering is optional and usually self-imposed

Venting is the ego's way of avoiding self reflection


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**Do you have an "Open Door" policy? Do you welcome staff to stop and chat with you about things on their mind?**

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What's the largest expense at your YMCA?

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816

Per fulltime equivalent, per year

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Foster better mental processes that help  
bypass the ego.

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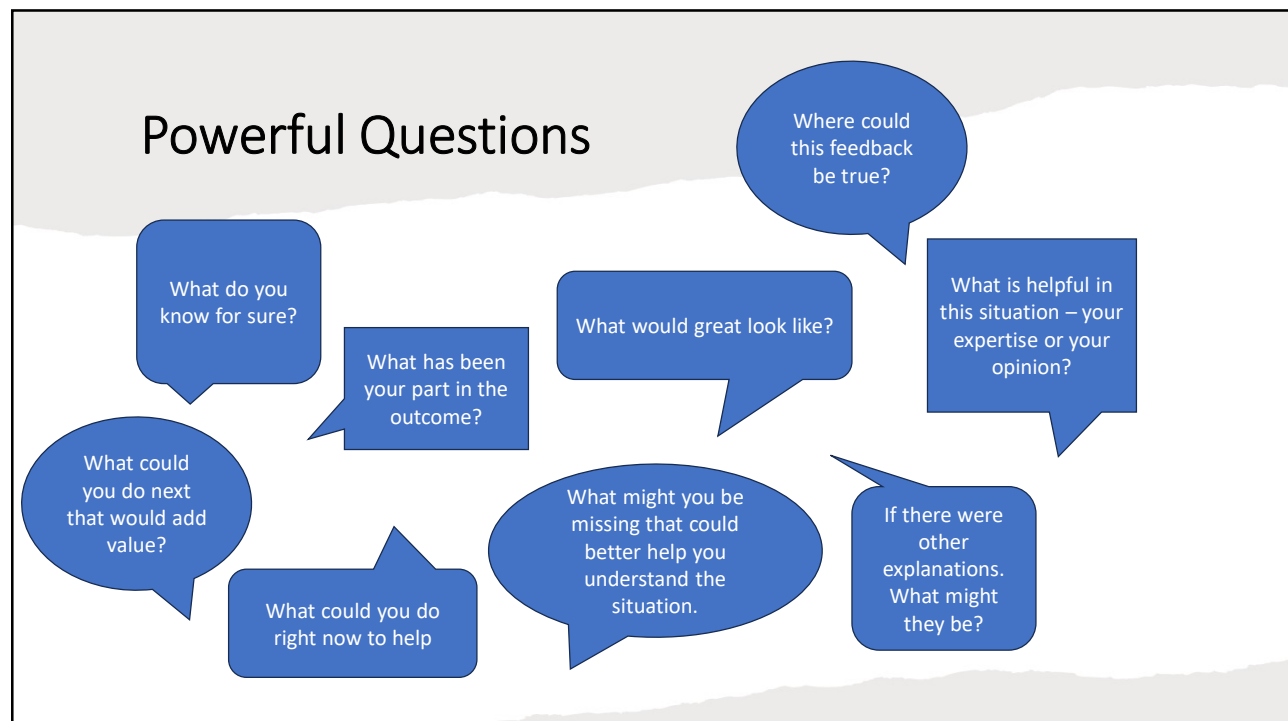
Self-Reflection is the ultimate ego-  
bypass tool. It is also the core driver  
of accountability.

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## Leader's ask powerful questions

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# Understanding Accountability

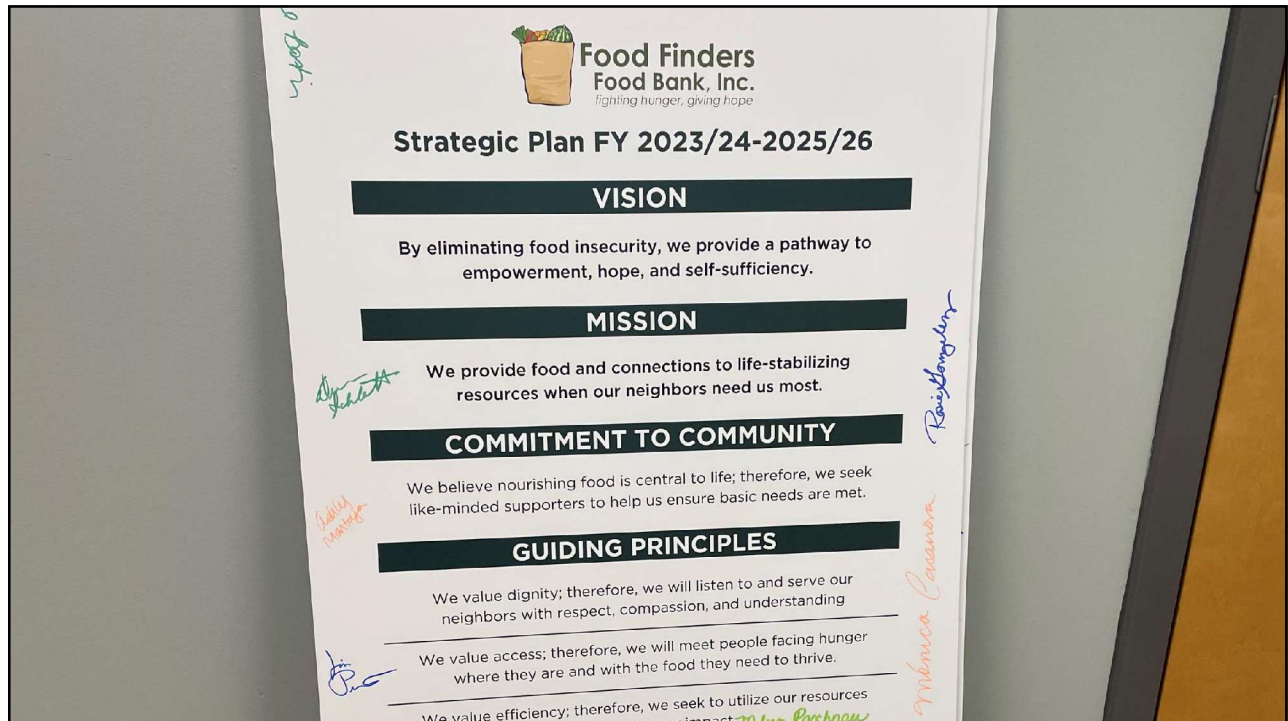
## 4 Factors of Accountability

- Commitment
- Resilience
- Ownership
- Continuous learning

## 5 Phases of Developing Accountability

- Challenge
- Experienced accountability
- Feedback
- Self reflection
- Collegial mentoring

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Engagement is a choice

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## NO EGO CORE BELIEFS

Our suffering does not come from our reality; It comes from the stories we make up about our reality

The impact of a leader does not come from what he or she tells team members but from what he or she gets them thinking about

Accountability is death to the ego

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Leadership is about managing energy.  
First in yourself and then in others.

*Source: Level Three Leadership, James G. Clawson*

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The “Open Door” policy is not the problem, it’s the lack of powerful questions that is the problem.

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## No Ego Moments



Stop believing everything you think



You go first



Open heart, open mind



Go back on track



Take your own advice

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## NO EGO CORE BELIEFS

Your circumstances are not the reason you can't succeed; they are the reality in which you must succeed

Engagement without accountability creates entitlement

Your happiness/engagement is not correlated to your circumstance but to the accountability you take for your circumstances

Attachment is the source of suffering. Get fluent in the new but not the attached.

Change is hard only for the unready.

Personal preference can't trump business potential


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## ACCOUNTABILITY PARTNERS

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**Armed with the information of this session what, if anything, will you change about you or your leadership going forward?**

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**BEST TO YOU GOING FORWARD!**

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