



Prescriptions for Your Disruptors

Remember the first part of coaching bad behaviors out of your teammates is to master the art of impromptu feedback. If you don't have any idea what we are talking about here, check out *Kim Scott's book, Radical Candor*.

T-Rex: Most people who look like T-rex are fairly intense personalities, usually quite competitive, which drives their tendency to be a jerk-o-saurus. They generally are not intentionally trying to be arrogant, and demeaning, they just can't help it. Teach them how others see their behavior, and that it has a negative effect of people pulling back, when T-rex really wants them to step up. I would challenge any T-rex to read *Dale Carnegie's book How to Win Friends* and check in with them weekly to see if there is anything they want to change. If the T-rex can't see themselves as the problem, you can recommend that they apply for a new job at Jurassic Park instead.

Eeyore: Keep in mind the difference between mental health and negative attitudes, make sure your Eeyore is healthy in the head and heart first. Many people are raised in families where negative attitudes and talk are the norm. Eeyores see their behavior as normal and they probably don't know any better. Make sure they understand that their words and sarcasm are tearing down the team; help them find better ways to communicate if they are frustrated with the organization. Ask them to read *The Power of Positive Thinking by Norman Vincent Peale*, a classic. Challenge them to start applying what they are learning. If your Eeyore is unable to see themselves as the problem or make any changes, the 'bad news' media is looking for people who like to put a negative spin on everything.

Cousin It: Performance problems with family members inside small business have to be handled by the owner. We have addressed these issues a hundred times in the last ten years. It really is a simple priority question. Which is #1 and which is #2?

- I need to use my resources (business) to care for this family member
- I need my business to perform at the highest capacity

Not deciding is the same as choosing the former as #1. There was one situation where the family member was so disruptive, I recommended to our client that he pay them and let them stay at home. It did not fix their family issues, but the business immediately got better.