

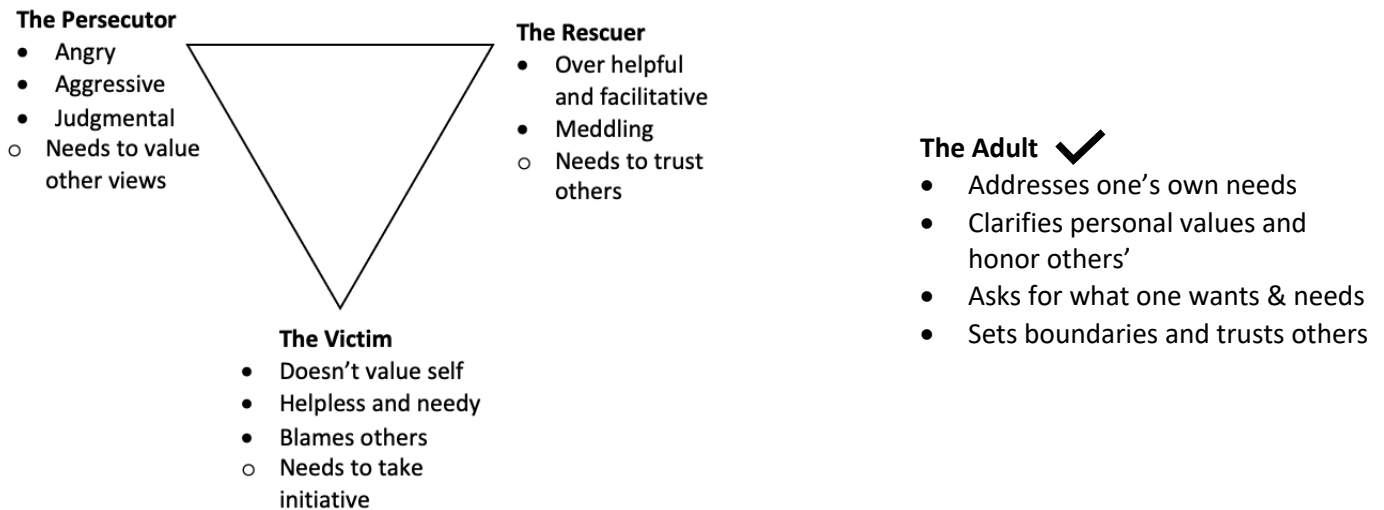
## Effective Team and Relationship Building

Lani Nelson-Zlupko, Ph.D.

Relationships seem easy at first, but they get complicated.

- Our needs collide, our styles clash, conflict and drama cause burn out

### The Karpman Drama Triangle



Teams need a blend of all four decision-making styles

Effective professionals learn to communicate and function in all four arenas

- **Influential:** inspirational, interactive, interesting (need to learn to listen / comply)
- **Steady:** stable, supportive, sincere. (need to learn to disagree / disrupt / exert opinion)
- **Compliant:** cautious, careful, conscientious. (need to learn to take risks / say yes / flex)
- **Dominant:** drives, directs, decisive (need to learn to stop, relax, let it go)

### Strategies for Growth and Team Building

- Pause: Staying calm and collected helps to avoid unhealthy conflict
- Avoid Enemy Energy: Use disagreement as opportunity to learn from each other, appreciate differences, rather than assign bad intentions to others
- Stay and play; de-escalate, self-regulate, endure, reframe
- **DONT** complain / lecture / attack / scold. **DO** praise, ask, assist, be brief, be friendly

Life doesn't have to be easy, so long as we have each other's backs.