

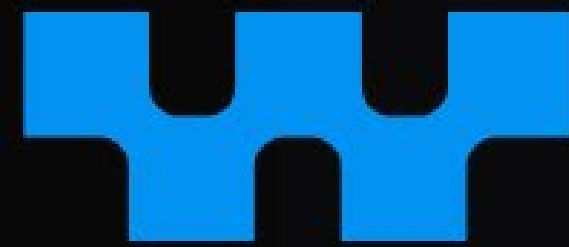
TOXIC TEAMS & DRAMA QUEENS.

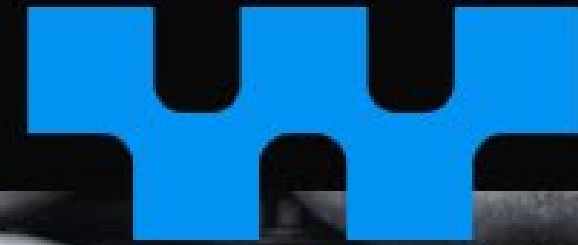
HR'S GUIDE TO CONFLICT MANAGEMENT

WHY IT MATTERS

TOXIC TEAMS AND DRAMA QUEENS

- Conflict kills productivity
- HR's role is strategic, not babysitter
- Culture shift starts here





MANAGEMENT

Tasks

45 MINUTE

Sessions

CAST

A jerk, a slacker, or a depressive pessimist.

SOURCE

Felps, Mitchell, and Byington 2006, "How, When, and Why Bad Apples Spoil the Barrel"



THE BAD APPLE

OBJECTIVES



RECOGNIZE _____
Root Causes of Drama

MASTER _____
Quick-hit Resolution Strategies

RECLAIM _____
Your Role as a Strategic Leader



ROOT CAUSE OF PROBLEMS



PEOPLE PROBLEMS

PERSONALITY
Clashes

INSECURITY
Issues

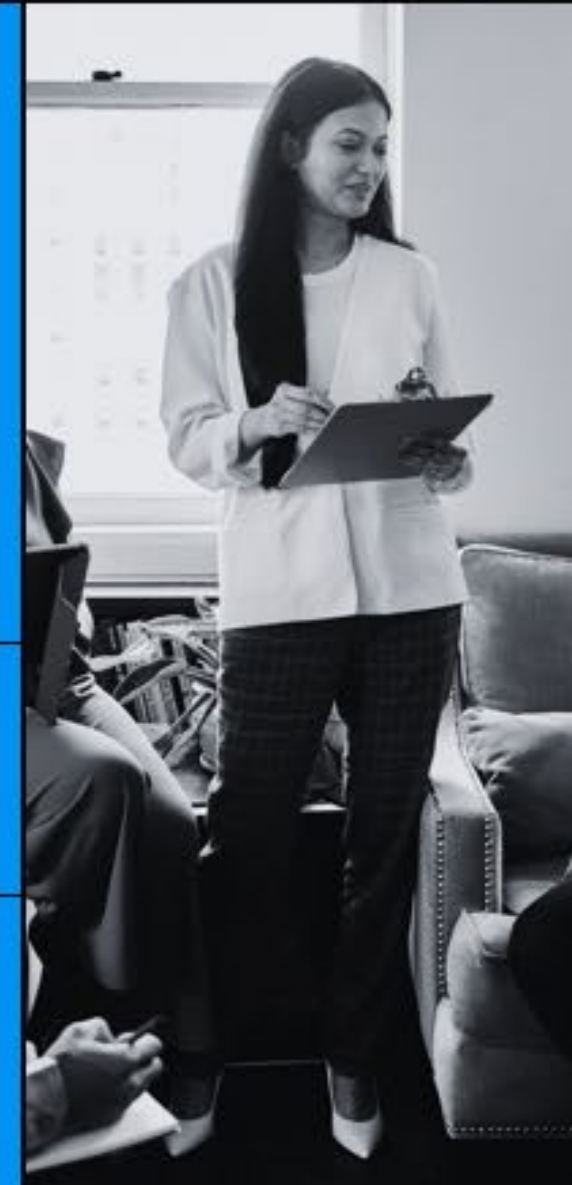
EGO
Issues



PROCESS PROBLEMS

UNCLEAR
Roles

DECISION-MAKING
Path is unclear



LEADERSHIP PROBLEMS

INCONSISTENT
Feedback

AVOIDING
Problems

VISION
Uncertainty



M MONYOK
LEADERSHIP

SYMPTOM

VS.

SOURCE



DE-ESCALATING DRAMA



WHAT?

Cool the temperature, find out what happened



SO WHAT?

Ask clarifying, non-accusatory questions



NOW WHAT?

Agree on next steps & accountability

BUILDING A CULTURE THAT HANDLES CONFLICT



CLEAR _____
Expectations for Behavior

TRAIN LEADERS _____
on Micro-Interventions

REWARD _____
Resolution, not drama

ROOT OUT _____
Bad apples



HR AS A STRATEGIC LEADER

PROTECTING PERFORMANCE

When HR intervenes, they're not just solving a personality conflict, they're protecting productivity, revenue, and reputation.

HEALTHY, HIGH-TRUST CULTURE

healthy culture attracts and retains top talent, reduces turnover costs, and improves collaboration.

REDUCING RISK AND LIABILITY

By mitigating these risks early, HR saves the company legal costs, brand damage, and distraction from core work.

GOOD APPLE EFFECT

Positive, engaged member can counteract negativity—if the culture supports it. HR's role is to enable that environment.





M MONYOK
LEADERSHIP




THANK YOU

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