



Episode 192: How to Challenge Upsetting Behaviour

Dr Chris Turner

Is there someone at work you simply cannot work with? Maybe it's a co-worker whose behaviour always ticks you off, or a superior who always goes so hard on everyone to the point that your entire team is miserable. Or it might even be you: perhaps there's someone on your team who's downright afraid of you when you enter the room!

How you behave at work makes a huge impact on your team's performance. But you can't simply go up to someone and say that they make you upset — that can put people on the defensive. It's not productive. So what's the best way to deliver feedback?

If you're looking for a way to mould your team into a cohesive and unified unit and optimise their performance, start with behaviour.

Podcast Links

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[Atlas of the Heart](#) by Brené Brown

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Guest Links

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Quote to remember:

'You're giving somebody a piece of information that they have a professional right to know. And you're handing it to them. Because then that knowledge could literally result in other people having their life saved.'

What You Will Learn

In most organisations, results don't happen at the individual level. Instead, they happen at the team level, particularly in healthcare. That's why having a cohesive team is crucial to successfully treating patients and providing quality service.

But teams can come apart due to conflicts unrelated to work. How we behave at the clinic or the office has a significant impact on how our colleagues, superiors, and juniors see us. And how they see us affects how well we can work with them.

Here's the problem: learning to behave in a way that creates a harmonious workplace isn't possible without feedback and open discussion — but no one likes being on the receiving end of criticism. That means we have to create a shift in ourselves and at work.

This workbook will ask you about your workplace and how well it handles feedback and criticism. It will also ask you to look at an issue you're currently facing and apply Dr Chris Turner's three-step method to bring it up.

Activity: Behaviour and Feedback

Q1. What are your takeaways on being civil in the workplace? In your opinion and experience, how is it better (or worse) than pressuring people to do better?



Q2. How easy is it to deliver feedback to your teammates and superiors? Can everyone raise concerns without worry?

Q3. When was the last time someone gave you feedback? What was it about?

Q3a. If it was less than a month ago, how did you resolve it with the other person?

Q3b. If it was over a month ago, why haven't you received feedback recently? Is it because your workplace is cohesive and healthy, or is it because people feel afraid to give feedback?

Q4. Think about your team. Do you know of any issues between two team members?

Apply the three-step method to it, and figure out how you're do it below.

Remember, you're not there to solve the problem. You're there to inform someone with a professional right to know about the concern.

Step 1: Check In



Step 2: Raise the Flag

Step 3: Land the Information

CPD time claimed:

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