



## Invest in Your Wellness with Wellness Works®

Welcome to the UBA Partner Firm exclusive newsletter focusing on your biggest and most personal asset – wellness.

Wellness Works | October 2023

- Navigating Team Dynamics | Dealing with a “Bad Apple”
- Book Review | *Powerful Phrases for Dealing with Difficult People*

### Navigating Team Dynamics | Dealing with a “Bad Apple”

Occasionally, you will encounter a “bad apple” — a colleague who disrupts by not following directions, doing the bare minimum, gossiping, or being negative. Their behavior makes a productive and cohesive work environment challenging.

#### Recognizing a “Bad Apple”

Research shows that [team performance suffers](#) when a “bad apple” is on a team. Teams without a “bad apple” achieve top-tier performance 21.3% of the time vs. 10% on teams with a “bad apple.” Consequently, dealing with a “bad apple” is an important skill set to minimize:

- Wasting time putting out fires
- Setting a poor example of acceptable behavior
- Jeopardizing your organization’s reputation, client relationships, or bottom line

#### Working with a “Bad Apple”

First and foremost, keep your composure and stay objective when confronted with disruptive behavior because reacting emotionally can make the situation worse. Maintain your professionalism by refraining from gossiping about the “bad apple” or the disruptions they cause. Prioritize self-care to keep your positive outlook and manage your stress.



Rise above disruptive coworkers by:

- Maintaining professionalism and emotional composure
- Setting clear boundaries
- Addressing issues through proper channels, such as HR or supervisors, when necessary

## Managing a “Bad Apple”

To maintain a productive and cohesive team while [dealing with a troublesome team member](#), consider these steps:

### 1. Engage in Open Communication

Initiate open and continuous communication with the “bad apple.” Clearly outline expectations for improvement and how they can enhance their contributions while minimizing disruptions on future projects. Emphasize your willingness to support and coach them as needed throughout an upcoming project.

### 2. Reinforce Accountability

Implement a two-stage evaluation approach to reinforce accountability. Schedule initial and final assessments with the “bad apple” to establish progress checkpoints during a project. These evaluations encourage ongoing discussions about the impact of their behavior on the team and emphasize your dedication to cultivating a healthy work environment.

### 3. Seek Support

If the behavior persists and negatively impacts the team or the organization, involve human resources or upper management. They can help mediate the situation, enforce policies, or initiate disciplinary actions if necessary.

Focus on the work and your contributions, seeking support from colleagues and supervisors as needed. By staying resilient, constructive, and proactive, you can navigate dealing with a “bad apple” and continue to excel in your role.



## Powerful Phrases for Dealing with Difficult People

Mastering effective work relationships is vital for success. In *Powerful Phrases for Dealing with Difficult People*, communications expert Renee Evenson offers a comprehensive guide with essential strategies to navigate challenging workplace dynamics.

### Highlights

#### Access to a Strategic Communication Toolbox

Evenson equips readers with a versatile toolkit of 325 powerful phrases and actionable steps, empowering them to communicate confidently and assertively in various work scenarios.

#### Navigate Workplace Challenges

The book delves into 30 common personality traits and behaviors, offering customized phrases for each, allowing readers to tailor their responses to specific workplace challenges precisely.

#### Transform Conflict

Beyond verbal skills, the book explores nonverbal cues, provides sample dialogues for real-world context, and outlines a structured five-step conflict resolution process, enhancing readers' abilities to transform conflicts into opportunities for growth.

### The Final Word

When interpersonal competence can be as important as technical knowledge, *Powerful Phrases for Dealing with Difficult People* by Renee Evenson can be an indispensable resource for managers. It equips professionals with the tools to navigate relationship complexities and communicate effectively.