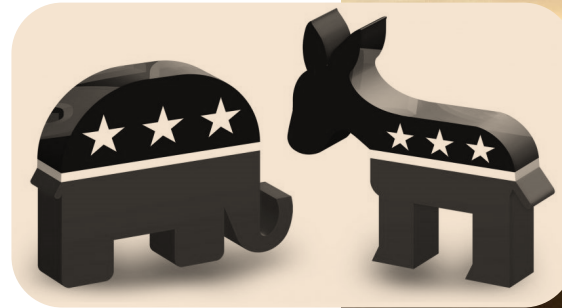




# Politics in the Workplace

[www.curahr.com](http://www.curahr.com)



**85%**

Prefer work to be  
a “Politics-Free”  
zone

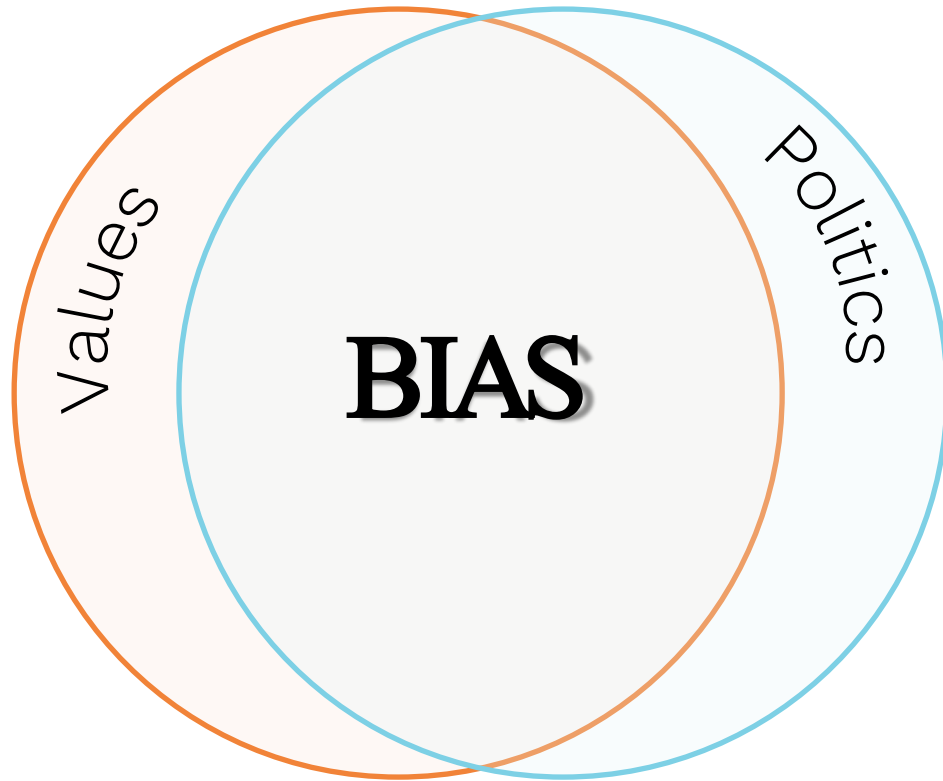
-Insight Global, 2022

Talk about  
Politics at work

- Zety, 2023

**83%**

# Values and Politics



# 3 Part Plan



## PREVENT

Add practices to your routine that increase connectedness, mutual respect, and understanding

## PREPARE

Train Managers on laws, expectations and ways to handle

Build “muscle memory” through practice of the techniques

## RESPOND

Focus on Behavior

Stay Neutral

Discipline Fairly



# Prevent

Communicate Policies

Anticipate Conflict

Increase **Respect** and  
**Understanding**

- Model
- Expect
- Coach
- Create Routines that Build



# 20 Questions

Objective: Build connectedness, respect, and empathy through sharing.

Debrief: How did this activity feel? Did anything surprise you? Do you feel a different sense of safety at your table?





# Prepare

## Train Managers

- Laws: Protected Activities
- Expectations of their Role
- Ways to Handle: Re-directing Conversations, De-escalation, Conflict Resolution, Reflective Listening

## Practice



# Reflective Listening



## Attitude...

- Willingness to temporarily set aside your own perceptions, thoughts and feelings
- Attempt to understand the perceptions, thoughts and feelings of someone else
- A mindset of: “I want to understand your point of view as fully as I can”

## Skill...

- Restate the message of the speaker in such a way that they feel understood
- Use reflective listening statements: “It sounds like you feel X because Y”

## Results in...

- The speaker feels safe, heard, and respected
- The speaker is more likely to be willing to express their true feelings/opinions about the topic
- The listener gets to fully understand the speaker, even if they don't agree
- The listener gets to demonstrate their understanding, helping the speaker to feel more fully heard



# Reflective Listening



1

## OPENING

It sounds like...  
It seems as if...  
What I hear you saying is...  
I get a sense that...  
It feels as though...  
Help me to understand...  
I imagine you might feel...  
You're having trouble with...  
Can I just check? Are you saying...

2

## FEELING

Annoyed...  
Angry...  
Worried...  
Upset...  
Afraid...  
Frustrated...  
Lonely/Isolated...  
Misunderstood...  
Conflicted...

3

## TRIGGER

About...  
When...  
Because...

# Reflective Listening Role-Play



Purpose: Listen to understand the underlying emotion and name it.

Instructions:

1. In pairs or triad: identify speaker, listener, observer
2. Speaker: share a work-related challenge or idea (2 min)
3. Listener: listen without interrupting, then respond with a reflective listening statement (1 min)
4. Observer: give the listener feedback on their reflective listening skills – note body language, focus, tone, non-verbal, and statement





# Respond

## Focus on Behavior

- Stay Neutral
- Intervene Early
- Discipline Fairly

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We respect diversity of opinion, and we value what everyone brings to this organization. But we also tie it back to the fact that if behavior does not follow our policies, there will be accountability.

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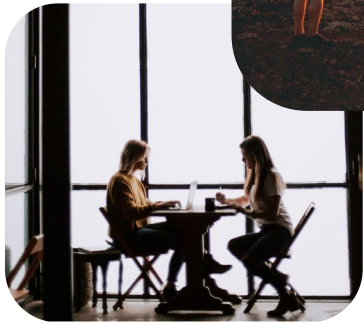


# Stay Neutral

Set your own beliefs aside

Ensure Managers can do so as well





# Intervene Early

Pay attention to subtle signs of brewing political discord

Redirect to issues that impact work life, not personal life

Remind of CSU DE&I Values



# Discipline Fairly

If necessary:

- Separate workers
- Call security/Send workers home
- Document, document, document
- Discuss with HR

What is the appropriate response?

- Discipline process
- Be consistent – no favoritism



# Recap



## PREVENT

Add practices to your routine that increase connectedness, mutual respect, and understanding

## PREPARE

Train Managers on laws, expectations and ways to handle

Build “muscle memory” through practice of the techniques

## RESPOND

Focus on Behavior

Stay Neutral

Discipline Fairly



# THANK YOU

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