


Terminating Toxicity: Strategies for Leaders to Confidently Deal With Toxic Behaviours



Beverly Beuermann-King, CSP

Workplace Culture and Resiliency Expert

R 'n' B Consulting Corp—Work Smart Live Smart

Little Britain, Ontario

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LEAD Roadmap

Transforming Toxicity:

Empowering Leaders to Overcome Negativity and
Foster Lasting Change

Beverly Beuermann-King, CSP

Transforming Toxicity:

**Health is wholeness and balance,
an inner resilience that allows you to meet the demands of living,
without being overwhelmed.**

Health is dynamic.

**With the right 'tools' and a clear understanding
of how our mind and body react
to the many situations throughout our day,
we can find the path to balance
and achieve satisfaction and success.**



**My Work Smart Live Smart Commitment
'To help you build your resiliency through proven stress and wellness strategies.'**

– Beverly Beuermann-King

Transforming Toxicity:

Dealing With Attitudes and Behaviours Profile

Read each statement on the four-point scale that most closely matches how you see yourself.

Agree	Usually Agree	Sometimes Agree	Disagree
1	2	3	4

- ___ 1. Difficult people dominate conversations and block the way for productive brainstorming
- ___ 2. I feel frustrated and lose my temper when my co-workers are not willing to look at the alternatives to a problem
- ___ 3. There is little I can do to diffuse an angry person
- ___ 4. My day is made or ruined by those around me
- ___ 5. I tend to avoid any conflict when it arises
- ___ 6. Enforcing consequences can eliminate negative attitudes and conflict
- ___ 7. I have difficulty confronting my co-workers when I know that they are gossiping or back-stabbing
- ___ 8. Negative attitudes have no role in productive problem solving
- ___ 9. Negative people tend to de-motivate me
- ___ 10. I feel that other peoples' upset is personally directed at me
- ___ 11. Difficult people are difficult with everyone and no one can get along with them
- ___ 12. The corporate environment does not influence conflict resolution
- ___ 13. I get annoyed when people act differently than I expect

_____ **TOTAL** Scores above 45 suggests above-average skills related to handling people.
B. Beuermann-King, 2024

Transforming Toxicity:

**Toxic Employees Breed Toxic Workplaces
Toxic Workplaces Breed Toxic Employees**

Signs of a Toxic Workplace

1. .
2. .
3. .
4. .
5. .
6. .
7. .
8. .
9. .
10. .

**TOXIC
(def)
Extremely harsh, malicious, or harmful**

Transforming Toxicity:

Why Negative Attitudes Develop

1. -
2. -
3. -
4. -
5. -
6. -
7. -
8. -
9. -
10. -

Each year, billions are lost by businesses from absenteeism, which is one major reaction to a toxic workplace

— Statistics Canada

Effective Strategies To Deal With Attitude Issues

1. .
2. .
3. .
4. .
5. .
6. .

Transforming Toxicity:

Additional Strategies

- Discuss realistic team goals and roles
- Ensure consistency and fairness
- Keep the lines of communication open and free flowing
- Do your research – know how to combat possible objections before they arise – Address them before the negative person gets a chance to do so
- Avoid blaming – Get into problem solving
- Encourage new ideas, reward taking chances, allow for failure
- Use the negative person to get a clearer picture of the situation (other possible outcomes)
- Help the negative person to look at the situation from a different perspective, 'What else could this mean?'
- Observe others who may not have the same experience with that person, and find out what they may be doing differently
- Reinforce positive behaviours
- Develop positive contacts
- Provide opportunities for growth and development

10 Signs That You Are the Toxic Person in Your Workplace (and What to Do About It)

As a leader in the workplace, it is essential to cultivate a positive and productive environment for your team. However, sometimes leaders may unknowingly exhibit toxic behaviours that negatively impact the work culture and employee morale. Recent studies shed light on the signs that indicate you might be the toxic person in your workplace. In this article, we will explore these signs and provide actionable steps for leaders to address and rectify their behaviour.

1. Constant Criticism and Negativity

Are you frequently criticizing and finding faults in your team members? A toxic leader tends to focus on the negative aspects rather than acknowledging their employees' efforts. This behaviour can demoralize the team and hinder their motivation to excel.

What to do: Practice constructive feedback by highlighting areas for improvement while also acknowledging their achievements. Adopt a positive approach to motivate your team and create a supportive work atmosphere.

2. Micromanagement and Lack of Trust

Do you struggle to delegate tasks and find yourself micromanaging your team? A lack of trust in your team members can be a sign of toxic leadership. Micromanagement stifles creativity and hampers employee autonomy.

What to do: Empower your team by delegating tasks and trusting them to deliver results. Offer guidance and support when needed, but allow your employees the space to showcase their skills and expertise.

3. Favouritism and Unfair Treatment

10 Signs That You Are the Toxic Person in Your Workplace (and What to Do About It)

Playing favourites among your team members is a clear indication of toxic behaviour. Showing preferential treatment can lead to resentment and division among your employees.

What to do: Treat all team members fairly and equally. Recognize and reward achievements based on merit, and foster a culture of inclusivity and collaboration.

4. Lack of Accountability

As a leader, taking responsibility for your actions and decisions is crucial. Avoiding accountability and blaming others for failures can create a toxic work environment.

What to do: Acknowledge your mistakes and be transparent with your team. Encourage open communication and show a willingness to learn from your errors.

5. Ineffective Communication

Poor communication can lead to misunderstandings, conflicts, and frustration among team members. A toxic leader may fail to listen actively or they may dismiss others' viewpoints. According to a survey by the Society for Human Resource Management (SHRM), 58% of employees stated that their managers could improve their communication skills, which is crucial in avoiding toxic behaviour.

... [Read On]

For more on the next 5 Signs and **What To Do**, go to: <https://worksmartlivesmart.com/leader-toxic-person/>

Navigating Toxicity: A Guide for Leaders in Handling Difficult Conversations

In any workplace, leaders are tasked with managing a diverse array of personalities and behaviours. While most employees contribute positively to the work environment, toxic individuals can cause significant disruptions and harm team morale and productivity. Dealing with toxic people requires a delicate balance of empathy, assertiveness, and clear communication.

To effectively address toxicity, leaders need to understand the difference between their re-Acting and Acting, along with the ability to recognize the signs of a toxic workplace, and they must be able to adopt strategies to address these issues. This article delves into the reasons why leaders often struggle with handling toxicity and offers practical advice on how to effectively address and manage difficult conversations.

ACT Rather Than Re-Act

ReActing is an instant, emotional response based on beliefs and biases from the unconscious mind. Such reactions are often defensive or survival-based and may lead to regret later on. On the other hand, when a leader purposefully focuses on an ACT response, they tap into action based on logic.

Navigating Toxicity: A Guide for Leaders in Handling Difficult Conversations

When using an ACT response, the leader will:

- respond to the situation thoughtfully and deliberately rather than reacting impulsively and emotionally.
- take time to process the situation, gather information, and understand the context before taking any action. It requires the leader to analyze the underlying issues and consider potential consequences before formulating a response.
- manage their emotions and avoid acting based solely on these feelings. Emotional control allows the leader to maintain a calm and composed demeanor during interactions with the difficult individual.
- show empathy and try to understand the perspective of the difficult person. This empathetic approach helps build bridges and opens up the possibility of finding common ground and resolution.
- utilize effective and constructive communication. They will address the issue directly and assertively, focusing on the problematic behaviour while avoiding personal attacks or confrontations.
- find a resolution to the conflict or difficulty at hand. Rather than escalating the situation with reactive behaviour, ACTing leaders seek to resolve the underlying issues and create a positive path forward.
- focus on a long-term perspective. The leader takes into account the long-term implications of actions and decisions. They will consider how the response aligns with the organization's values, goals, and desired workplace culture.

When a leader chooses to ACT rather than Re-Act when dealing with a toxic person, they demonstrate emotional intelligence, self-awareness, and the ability to manage challenging situations with composure and wisdom. This approach helps maintain a harmonious work environment, fosters positive relationships, and enhances the leader's credibility and effectiveness in managing interpersonal dynamics.

Why Do Leaders Struggle to Address Toxicity?

Dealing with toxic behaviour may be daunting, as it may involve uncomfortable conversations and potential conflict, which some leaders might prefer to avoid, leading to a lack of action on the matter

Navigating Toxicity: A Guide for Leaders in Handling Difficult Conversations

Several additional factors may also contribute to leaders' struggles in dealing with toxic individuals:

1. **Time Constraints:** Many leaders face the pressure of managing multiple responsibilities, leaving them with little time to address the people issues.
2. **Assumed Knowledge:** Some leaders believe that employees should inherently know how to get along, leading to frustration when conflicts arise.
3. **Surface-Level Addressing:** Some leaders may struggle to address toxicity effectively because they fail to address the underlying cause. Avoiding a deeper examination of the underlying issues may stem from a desire to handle conflicts quickly or a lack of awareness about the importance of addressing the root cause for long-term resolution. However, by not tackling the core problem, leaders risk perpetuating a toxic work environment and hindering the team's overall growth and success.

Signs of a Toxic Workplace

To address toxic behavior, leaders must first recognize it. Toxicity manifests in various aspects of the workplace:

Communication: Constant lack of clarity, mixed messages, passive-aggressive communication, weak listening skills, resistance to feedback, and excessive off-hours communication contribute to a toxic atmosphere.

... [Read On]

For more on **The Signs Of A Toxic Workplace and How to Quickly and Effectively Address, Coach and Counsel Employees**, go to: <https://worksmartlivesmart.com/handling-difficult-conversations/>

Transforming Toxicity:




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Beverly Beuermann-King
Corporate Culture and Resiliency Expert
WorkSmartLiveSmart.com
<https://www.linkedin.com/in/BeverlyBeuermannKing/>
Ontario, Canada



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Coping Tip #1



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What does it mean to ACT rather than re-Act?




"Every piece is important"

3

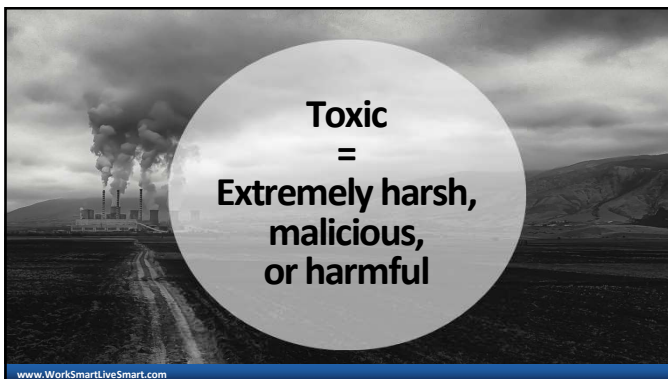
Why most leaders struggle to address the toxicity?

- ✘ Struggling with current changes and don't have time to address people issues
- ✘ Frustrated with people issues and feel that they should 'know' how to get along
- ✘ Addressing the root may cause further issues



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Toxic = Extremely harsh, malicious, or harmful

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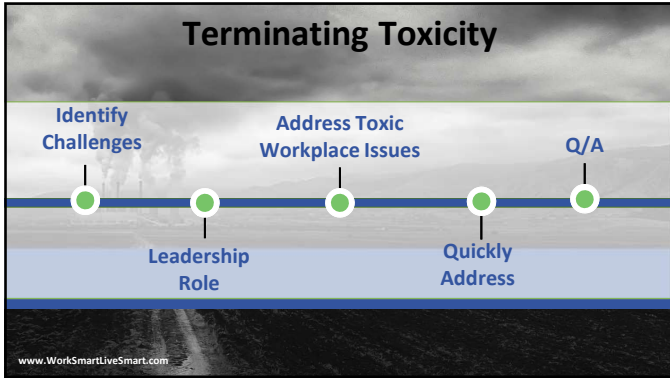
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TOXIC WORK ENVIRONMENT
is one where employees find it difficult to work or progress in their careers due to the negative atmosphere created by coworkers, supervisors, or the company culture itself.

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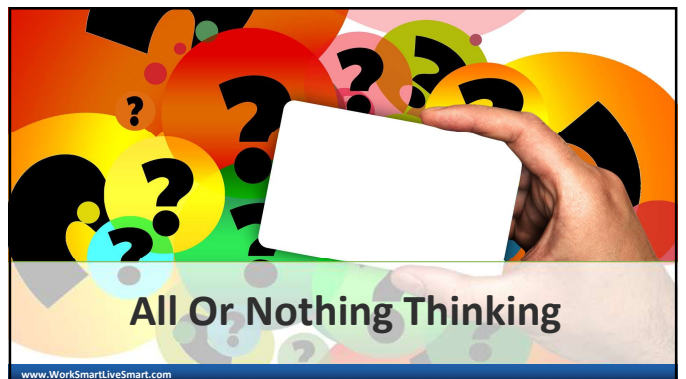
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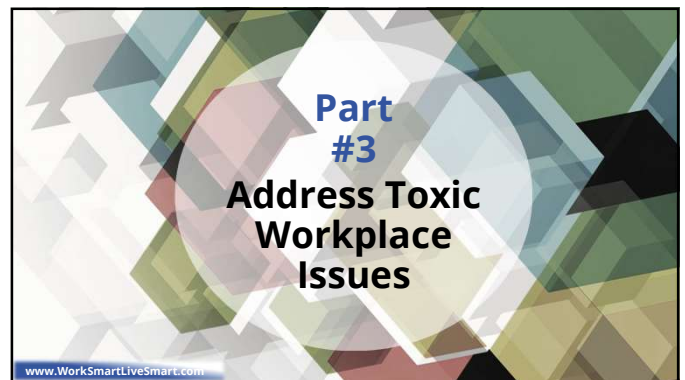
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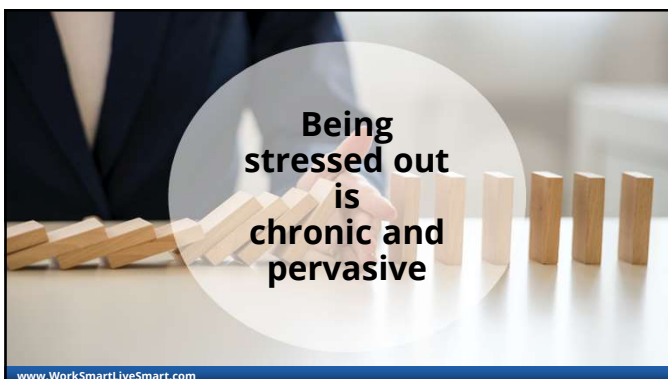
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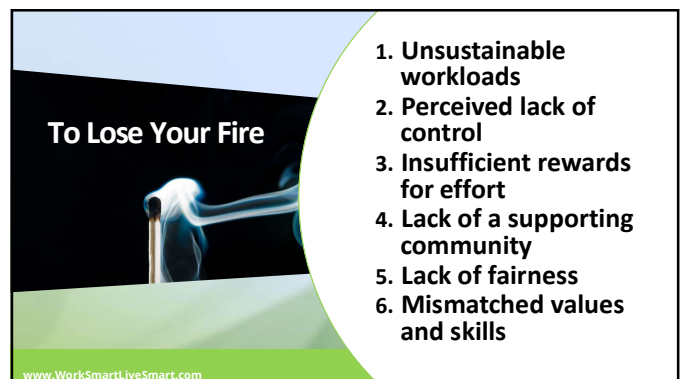
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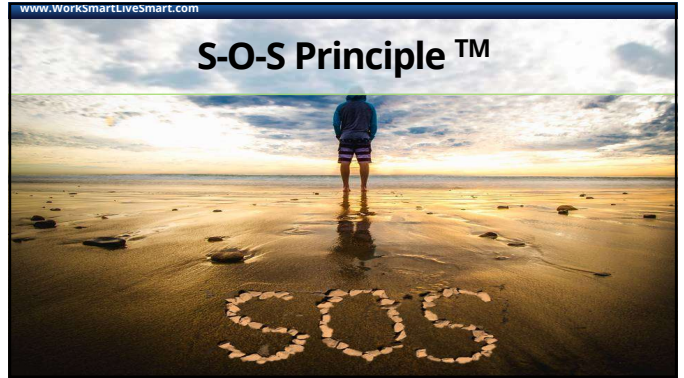
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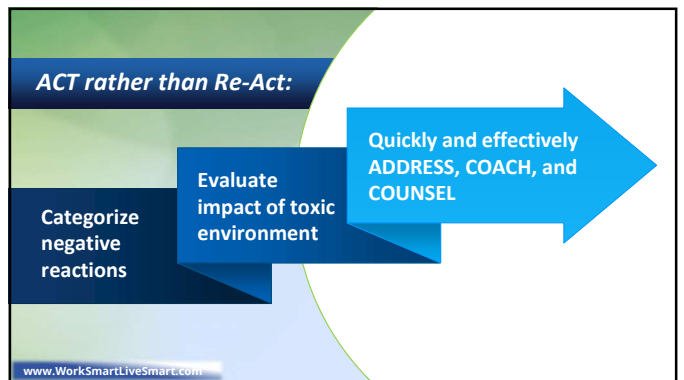
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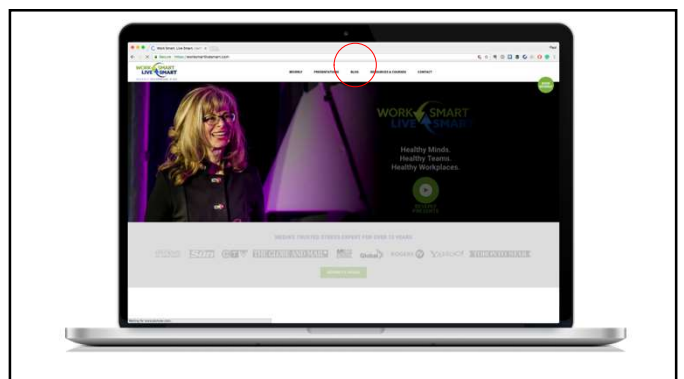
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Thank You

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Personal Resiliency Action Plan

You now have:

- an insight into your sources of stress and your reactions to them, including your reactions to those who are perceived as more difficult to deal with
- a clear understanding of communication and why it is so important in being able to effectively deal with negative attitudes and those who are perceived as more difficult to deal with at work and in your personal life
- strategies and resources from the S-O-S Principle to design your own plan

So...what does your plan involve?

1 _____

* _____

2 _____

* _____

3 _____

* _____

4 _____

* _____

5 _____

* _____

Transforming Toxicity:

Program Developed and Written By:



B E V E R L Y B E U E R M A N N - K I N G

Beverly Beuermann-King, CSP works with people and organizations that want to control their stress, build resiliency against life's challenges, and live healthy, successful lives. Beverly translates current research and best practices information into a realistic, accessible and more practical approach through her dynamic stress and wellness presentations, on-line stress and resiliency articles, books, e-briefs and media interviews.

Building Resiliency Through Stress and Wellness Strategies.

WorkSmartLiveSmart.com

Beverly Beuermann-King

Resources

Check out the Dealing With Difficult Co-Worker Infographic for:

- Key Reasons As To Why Some Co-Workers Are Negative
- Positive Strategies For Managing Difficult Co-Workers
- How Not To Be A Difficult Person: DO'S AND DON'TS
- 5 Employer Strategies For Dealing With Difficult Employees

<https://worksmartlivesmart.com/mental-health-infographics/>

Visit the WorkSmartLiveSmart.com website for:

- Information on the the complete LEAD Roadmap presentations for your leaders and team
- wellness programming ideas
- health and wellness celebrations
- blog posts and articles

Connect with Beverly on:

- **LinkedIn:** <https://www.linkedin.com/in/beverlybeuermannking/>
- **Twitter:** #50StoStress
- **YouTube:** <https://www.youtube.com/beverlybeuermannking>
- **Email:** info@WorkSmartLiveSmart.com
- **Phone:** 705-786-0437

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Key Takeaways

- **Identify Typical Toxic Behaviours** and understand their impact on individuals and the team as a whole.
- **Master the 7-step Process** to navigate challenging conversations, and keep situations from escalating further.
- **Control the Impact of Toxic Behaviours** by learning how to act, not react, to resolve conflicts. Know the **PAYOFF**.

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