

REDEFINING THE BLAME GAME

Have you ever been a player in a performance blame game?



WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

By Abigail Mirarchi, Accelerated Instructional Media, Inc.

No matter which side you're on, it isn't fun. The game, even if it seems like harmless venting, dishing out blame, or being on the receiving end, rarely yields improved performance and desired outcomes.

The commonality we find amongst employees and people leaders that play this game is that they have similar skill deficiencies.

First, what you should know about the blame game:

- There are at least two or more players.
- Sometimes players don't know they're in the game.
- Annoyed players believe they are justified.
- Receivers feel they don't deserve to be in it.
- Players can play both sides.
- Blame and excuses are commonly interchangeable.
- It has unfavorable trickle-down effects.

- Impacts of gameplay can be visible or hidden.
- There are no winners.

Take the Challenge:

1. In each example below, how many blame game bullet points can you identify?
2. What is the primary life essential soft skill lacking from both?
3. What competencies would help this employee? This people leader?
4. If you were the employee or the people leader, what would you have done differently?

(Continued on page 24)

Put your future in motion.

Registration is open for summer and fall—Apply now!

mc3.edu/register



Blue Bell • Pottstown • Lansdale



PERSONAL CARE • MEMORY CARE • HOME CARE

When you need us... we are here.

Sometimes a little extra assistance is all you need to continue living an enriched life. Whether in your home or within our comfortable and friendly senior community, Chestnut Knoll has the services to provide you or a loved one with the care you need. From bathing and dressing, to hot meals and transportation to appointments, *we are here for you.*

Call 610-400-1430 to schedule a free consultation meeting with a Certified Senior Advisor.



CHESTNUT KNOLL
Personal Care, Memory Care
and At Home Services

Over 20 Years of Superior Care



PERSONAL CARE & MEMORY CARE COMMUNITY • 120 West 5th Street • Boyertown, PA 19512 • 610-674-1215 • www.chestnutknoll.com

AT HOME SERVICES • 1041 E Philadelphia Avenue • Gilbertsville, PA 19525 • 610-427-2509 • www.ckhomecaregilbertsville.com





Get a **FREE Website Evaluation and Action Plan**

- Call Tiras Buck at 215-801-0290 or email tiras@amitydigital.com

AMITY DIGITAL

MAKING THE WEB WORK FOR YOU

It All Starts With The Website

The first step of this process is to ensure that your website is responsive and will work on any device your potential clients want to view it on. Next we look at any issues that might be causing the site to underperform. We use that info to write up a personalized action plan just for you.

- AMITYDIGITAL.COM



Not Just a Web Design Company

- Search Engine Optimization
- Paid Search
- Social Media Management
- Web Hosting
- Much More

Customized Learning & Organizational Development Solutions

Take the guesswork out of the future

regardless of where your talent and clients are in the world

they do

CSL Behring
Comcast
Sodexo
Thomson Reuters
IBM
Universities

PERFORMANCE CONSULTING

We assess, identify and help prioritize what you want and what your audience needs that will increase measurable performance outcomes today and beyond

INSTRUCTIONAL CONTENT DESIGN

We competently provide the appropriate message, content, and reinforcements with digestible, relatable actions to increase positive awareness and performance

CUSTOM ONLINE LEARNING DEVELOPMENT

We excel in engaging audiences with self-paced, blended, social, hybrid and JIT learning materials that align best with your culture, employees and their learning styles

GLOBAL TRAINING DEPLOYMENT

We help evaluate a build-it, buy-it, or subscribe-to-it strategy that best fits for your budget and learner's needs for sustainable growth and developmental opportunities

GRAPHICS & MULTIMEDIA

We have 25+ years of experience. Our vibrant graphics, illustrations, and mini-videos are in published books, printed materials, online interactive eLearnings, presentations, sales, marketing, and advertising materials

LEARNING WITH AIM SMARTER ONLINE

We take the guesswork out of searching for relevant, meaningful, quality live developmental opportunities. A division of AIM, all our course offerings foster and embed core soft skills and competencies for an engaging, experiential, confidence-building experience

WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

(Continued from page 23)

Employee example: Shawna, an office employee, is talking with her sister Anna at Sunday brunch. Anna comments, "Are you feeling okay? You look upset and frustrated." Shawna states, "I am thinking about looking for a new job. I loth my supervisor because he blames me for things, I have no control over. If he sent the file, I would have included it in the spreadsheet. Three months later, I cannot believe the missed data points on the quarterly report appeared on my performance review because the board complained." Anna asks, "What did you say when you talked with him?" "I knew it would be a waste of my time, and he wouldn't change it, so I didn't approach him," retorted, Shawna.

People Leader example: Greg is a Distribution Manager in a small paper mill center. During the monthly Distribution Managers meeting, Greg states that he will not include Tom, one of his employees, in the running for the upcoming Associate Supervisory position. Dana, a Manager at a neighboring site, was surprised. She speaks up, "He demonstrates all the qualities we are looking for to fill that role. Over the last

five years, he proved to have both communication skills and knows the nuances of the shipping dock process." Greg shared, "I put Tom in charge of the shop and to support the team while I was on a week's vacation. I came back to interoffice bickering and team tension." Dana asked, "What did Tom think happened that caused the ruckus and tension?" Greg replied, "It took quite a bit of my time to rally the unit back to working harmoniously. I didn't have time to discuss it with him."

Challenge Discussion:

It takes mindfulness and reflection to shift from accusing, blaming, and complaining to positive ABCs — such as actions, behaviors, and confidence. At your next team meeting, conduct a round table discussion addressing the questions. Then, join me on LinkedIn to share your responses. Let's change the dynamics of the game and its outcome, starting with awareness and communication.

Abigail Mirarchi is the owner of Accelerated Instructional Media, Inc, a workforce performance & development consulting company in Leesport, PA. For more information, call 610.730.7681; website: AIM2train.com. HR, T&D and L&D leaders are encouraged to book a free onsite or virtual consultation.

AIM2train.com

(610) 730 - 7681
LEESPORT, PA

AIM

ACCELERATED
INSTRUCTIONAL
MEDIA, INC.

WORKFORCE PERFORMANCE CONSULTING