

DEAL: COUNTERING OBSTRUCTIVE/SABOTAGING BEHAVIOUR

[^^ ^^ = 2-3 second pause]

WHEN OBSTRUCTIVE/SABOTAGING BEHAVIOUR OCCURS: APPLY THE “RULE OF THREE” (note three transgressions – then respond)

- If the behaviour occurs ignore it: don’t get “sucked in”... keep your cool.
- If the behaviour occurs a second time, ignore it: it could be pattern – but it might not be.
- If the behaviour occurs a third time, it’s definitely a pattern.

- It’s time to assert yourself using the **first three steps of the DEAL technique** (Box 1)

- **Qualify** your assertion.
- Spell out what he/she needs to know and what you want:

- **DESCRIPTION**
- **EXPLANATION**
- **ACTION REQUIRED.**

When you speak remember KISS
Keep it short and simple

STEP	OBJECTIVE	EXAMPLE
Qualify your assertion	Give him/her the benefit of the doubt = he/she is unaware of the behaviour/situation.	<i>I need to tell you about something that you may not be aware of, ^^ ^^</i>
D Description	Describe the offending behaviour/problematic situation.	<i>I need to point out that every time that I ask a question, ^^ ^^ you interrupt me. , ^^ ^^</i>
E Explanation	Explain the actual or potential effects of the behaviour/ problematic situation.	<i>This makes it difficult to progress matters. ^^ ^^ It will take even longer to cover the issues that I must cover. , ^^ ^^</i>
A Action required	Spell out the action needed to correct the behaviour/problematic situation.	<i>Please do not to interrupt me when I am talking. ^^ ^^ Allow me to finish what I am saying. ^^ ^^ I will pay you the same courtesy. ^^ ^^</i>
L Likely consequences	Spell out what will happen if the requested action does not occur.	<i>If you persist in this behaviour after my repeated requests ^^ ^^ I will have no option other than to [specify consequence].</i>

Box 1. DEAL steps for countering obstructive/sabotaging behaviour.

WHEN OBSTRUCTIVE/SABOTAGING BEHAVIOUR RE-OCCURS: APPLY THE “RULE OF THREE” AGAIN (note three more transgressions – then respond)

- If the behaviour occurs ignore it: don’t get “sucked in”... keep your cool.
- If the behaviour occurs a second time, ignore it: don’t get “sucked in”... keep your cool.
- If the behaviour occurs a third time, he/she has been obstructive **six times**.
 - It’s time to assert yourself again, using the **first three steps of the DEAL technique**
 - **Qualify** your assertion – bringing to his/her attention your earlier intervention, e.g.

A while ago I had to draw to your attention that [describe]. You gave me an undertaking that you would [describe]

- Spell out what he/she needs to know and what you want:
 - **DESCRIPTION** – of his/her repeated behaviour
 - **EXPLANATION** – of the effects/implications of his/her repeated behaviour
 - **ACTION REQUIRED** – repeat what is required, and obtain his/her undertaking.

WHEN OBSTRUCTIVE/SABOTAGING BEHAVIOUR RE-OCCURS: APPLY THE “RULE OF THREE” AGAIN (note three transgressions – then respond)

- If the behaviour occurs ignore it: don’t get “sucked in”... keep your cool.
- If the behaviour occurs a second time, ignore it: don’t get “sucked in”... keep your cool.
- If the behaviour occurs a third time, he/she has been obstructive **nine times**.
 - It’s time to assert yourself again, using the **complete DEAL technique** – including the consequences of his/her behaviour.
 - **Qualify** your assertion – bringing to his/her attention your earlier intervention, e.g.

A while ago I had to draw to your attention that [describe] you gave me an undertaking that you would [describe]

- Spell out what he/she needs to know and what you want:
 - **DESCRIPTION** – of his/her repeated behaviour
 - **EXPLANATION** – of the effects/implications of his/her repeated behaviour
 - **ACTION REQUIRED** – repeat what is required
 - **LIKELY CONSEQUENCES** – the action that you will take should the behaviour happen once again, and then obtain his/her understanding of these consequences.

WHEN OBSTRUCTIVE/SABOTAGING BEHAVIOUR OCCURS FOR A TENTH TIME

- It's time to assert yourself.
- **Qualify** your assertion – bringing to his/her attention your earlier intervention, e.g.

*Across this interview I have repeatedly drawn to your attention that [describe].
On each occasion you gave me an undertaking that you would [describe]. On
the last occasion I spelled out what would happen if you continued [describe].
You have continued [describe].*

- Spell out what you are going to do, e.g.

I will now take the action that I said would happen [describe].

- Take the action.