



Unmasking The Hidden

Coping with and Identifying Covert Toxicity in Professional Environments

© Copyright 2023 Child Care Business Professionals LLC, All Rights Reserved

Not for resale, distribution, or sharing with others.

You may only use this agreement directly for you and your own businesses.


Not legal advice.

Help for Handling Hard Situations



Intentional Management Situation Worksheet

This worksheet will serve you when you are struggling with an employee or family situations. Work through these areas to help you get to the results you hope for.

1. Describe the situation in an objective format. Do not insert your opinion. For example write: an employee called out, 2nd time in 3 months. Those are facts. Do not insert your opinion: an employee called out again, but she isn't really sick, she just can't handle the job.
 2. Write down the thoughts that went through your mind when you first learned about the situation. What button is this situation pressing within me? What is triggering my thoughts?
 3. What emotions are my thoughts causing me to feel?
 4. How do I want to react based on these emotions?
 5. What thoughts am I having that are unhelpful or not supported by the facts?
 6. What would someone who has no background information say about this situation? Would they have the same thoughts?
 7. How would I react if I based my response strictly on the facts and took emotions out of my reaction?
 8. If you were the staff member in question, why do you think you are calling in?
 9. Will this family/ employees action continuously affect the center?
 10. What will be most helpful for my company in this situation?
 11. What outcome would I like to see?
 12. What actions can I take in order to achieve this outcome?
- 

Work out the problem

What is the problem? Is this an opportunity or challenge?

What will be the result if I don't
address the issue?

When and how did this
become an issue?

What have we tried and what were the
results?

How would I like to see this resolved? How will
it benefit my program?



Action Plan

What needs to happen now?

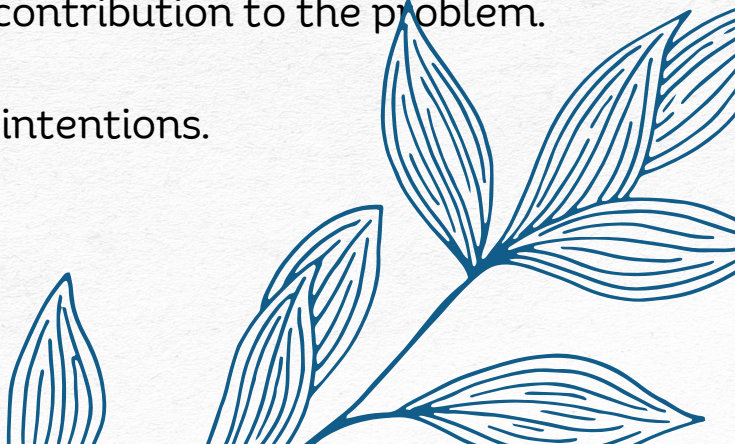
Who is responsible for this action?

Date of implementation and completion.



Team Discussions

Rules of Engagement

1. Truth must be welcome and without fear of retaliation. Understand that the truth is complicated and subjective. It's important to be open minded, but remember that people lie.
 2. Don't avoid the hard issues. The storm will be temporary if we don't avoid it, but it will continue to rage if we ignore it. The collateral damage is much worse when we don't face the issue.
 3. Allow everyone to have their voice heard in a respectful manner.
 4. Come from a place of curiosity.
 5. Remain open minded.
 6. Do not become reactive. Think before you speak.
 7. Recognize that you could be mistaken. Be willing and ready to recalibrate as new information is presented.
 8. Do not cast judgement or place blame.
 9. Take accountability for your part or contribution to the problem.
 10. Be transparent about your goals or intentions.
- 



**We would love to have you
at the Child Care Business and
Leadership Summit! Use coupon code:
Summit25 for a 25% off Discount!**



Here's where you can find me!



**My Link Tree:
<https://linktr.ee/evelynknight>**

