



“Disruptive behavior”

Tools and insights from sociocracy
and non-violent communication (NVC)

Jerry Koch-Gonzalez
certified NVC trainer,
sociocratic expert

Outline

”Disruptive Behavior in Meetings”

1. Shifting From Blame to Curiosity (NVC)
2. Prevention, Management and Cure (Sociocracy & NVC)
3. Conclusion: All Needs Matter

From Blame to Curiosity

- Everything we do we to meet needs
 - Food, air...purpose, belonging, choice, contribution
 - How effective is behavior at meeting needs?

Empathy Into Action

- What drives the other's action?
- What drives my reaction?
- We are all responsible.

- What to do?

From Blame to Curiosity I

- Practice staying centered
 - Calming, Smiling, Present moment, Wonderful Moment (Thich Nhat Hanh meditation)
 - What is going on for me?
 - Be in choice.

From Blame to Curiosity II

- Become curious
 - What's going on for them?
 - What are the needs behind the behavior?
 - Empathy connects.

From Blame to Curiosity III

- Make a request
 - Specific, doable
 - For group or for individual
 - In spirit of seeking to most effectively meet needs

Tools from sociocracy

- prevention
- management
- cure

- chronic
- acute

Tools from sociocracy: prevention

1. Make sure the group has a shared aim
 - Decisions support accomplishing the aim
 - Chronic disruptions may be a sign of unclear or competing aims.

Tools from sociocracy: prevention

2. Make sure the group has defined membership

- Open meetings remove context of working relationships.
- Membership criteria include agreement with aim, willingness to do the work, and willingness to deal with conflict in constructive ways.

Tools from sociocracy: prevention

3. Get training

- Communication skills (NVC)
- Meeting process (sociocracy)
- Design of Organizational structure
- Feedback processes

Tools from sociocracy: prevention

4. Model behavior that you want

- Rounds
- check-ins
- Meditation
- Community Building

Tools from sociocracy: prevention

5. Make feedback part of the culture of the group
 - What went well
 - What could be improved
 - Suggestions for improvement
 - Given as gift not punishment

Tools from sociocracy: prevention

6. Do role improvement reviews

- Self-Assessment
- Peer Assessment
- Development Plan

Tools from sociocracy: interrupt

- prevention
- management
- cure

- chronic
- acute

Tools from sociocracy/NVC: management

Responding in the Moment

1. Reflect the essence (needs behind the expression) and confirm with them that you have heard correctly

Tools from sociocracy/NVC: management

Responding in the Moment

2. Validate underlying concern and ask the group to consider what next

Tools from sociocracy/NVC: management

3. Choose action

- Return to meeting process
- Meeting break
- Send someone out with the person
- Fishbowl
- Round "what to do?"

Tools from sociocracy

- prevention
- management
- cure

- chronic
- acute

Tools from sociocracy: cure

There are no easy fixes

10. Remove person from group

Closing:

- Meditation on the word “disruptive”
- No tyranny of the majority
- No tyranny of the minority
- No One Ignored
- All Needs Matter

Resources

- Videos, recordings and other resources: www.sociocracyforall.org/resources
- More on structure in our 23min video here: https://youtu.be/F818QTn6_f8
- NVC and sociocracy: <https://youtu.be/k5x1UI6ZWTE>

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Here is how SoFA can help you

- Free resources (articles, videos, webinars, webinar recordings)
- In-person workshops (\$\$ depending on your budget and travel costs)
- Put a SoFA member on retainer (for instance 2h of phone call time a month, \$100)
- Sociocracy Leadership Training (SoLT)

www.sociocracyforall.org/solt

see website for next cycle

(as of Nov 2016, \$200 for 12 intense weeks, may be subject to change)



Sociocracy For All (SoFA)

Here is how YOU can help SoFA

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- Host an in-person workshop and/or help us promote locally
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 - Support underfunded change-making organizations
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