

# "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

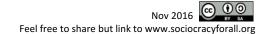




#### From Blame to Curiosity

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

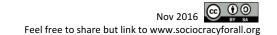




#### **Empathy Into Action**

- 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.

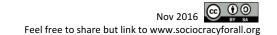




## From Blame to Curiosity II

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

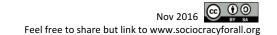




## From Blame to Curiosity III

- 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

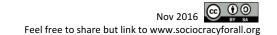
- chronic
- acute





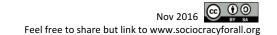
- 1. Make sure the group has a shared aim
  - Decisions support accomplishing the aim
  - Chronic disruptions may be a sign of unclear or competing aims.





- 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.





#### 3. Get training

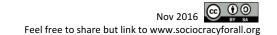
- Communication skills (NVC)
- Meeting process (sociocracy)
- Design of Organizational structure
- Feedback processes





- 4. Model behavior that you want
  - Rounds
  - check-ins
  - Meditation
  - Community Building





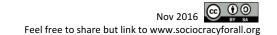
- 5. Make feedback part of the culture of the group
  - What went well
  - What could be improved
  - Suggestions for improvement
  - Given as gift not punishment





- 6. Do role improvement reviews
  - Self-Assessment
  - Peer Assessment
  - Development Plan





# Tools from sociocracy: interrupt

- prevention
- management
- cure

- chronic
- acute



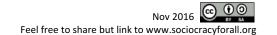


# Tools from sociocracy/NVC: management

#### Responding in the Moment

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



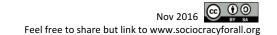


# Tools from sociocracy/NVC: management

Responding in the Moment

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





# Tools from sociocracy/NVC: management

#### 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



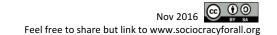


# Tools from sociocracy: cure

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: <a href="https://youtu.be/k5x1Ul6ZWTE">https://youtu.be/k5x1Ul6ZWTE</a>

#### Receive updates on new content:

- Subscribe to Jerry Koch-Gonzalez on youtube
- Sign up for the mailing list on : <u>www.sociocracyforall.org</u> (newsletter ca. once a month)
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# Sociocracy For All (SoFA)

#### Here is how SoFA can help you

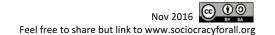
- Free resources (articles, videos, webinars, webinar recordings)
- In-person workshops (\$\$ depending on your budget and travel costs)
- Put a SoFA member on retainer (for instance 2h of phone call time a month, \$100)
- Sociocracy Leadership Training (SoLT)

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

- Share the free resources and use them!
- Host an in-person workshop and/or help us promote locally
- Donate \$\$ or help us find donors
  - Free us up to generate content
  - Support underfunded change-making organizations



If you participate or watch the recording, how about donating \$5
to SoFA so we can keep producing free content



