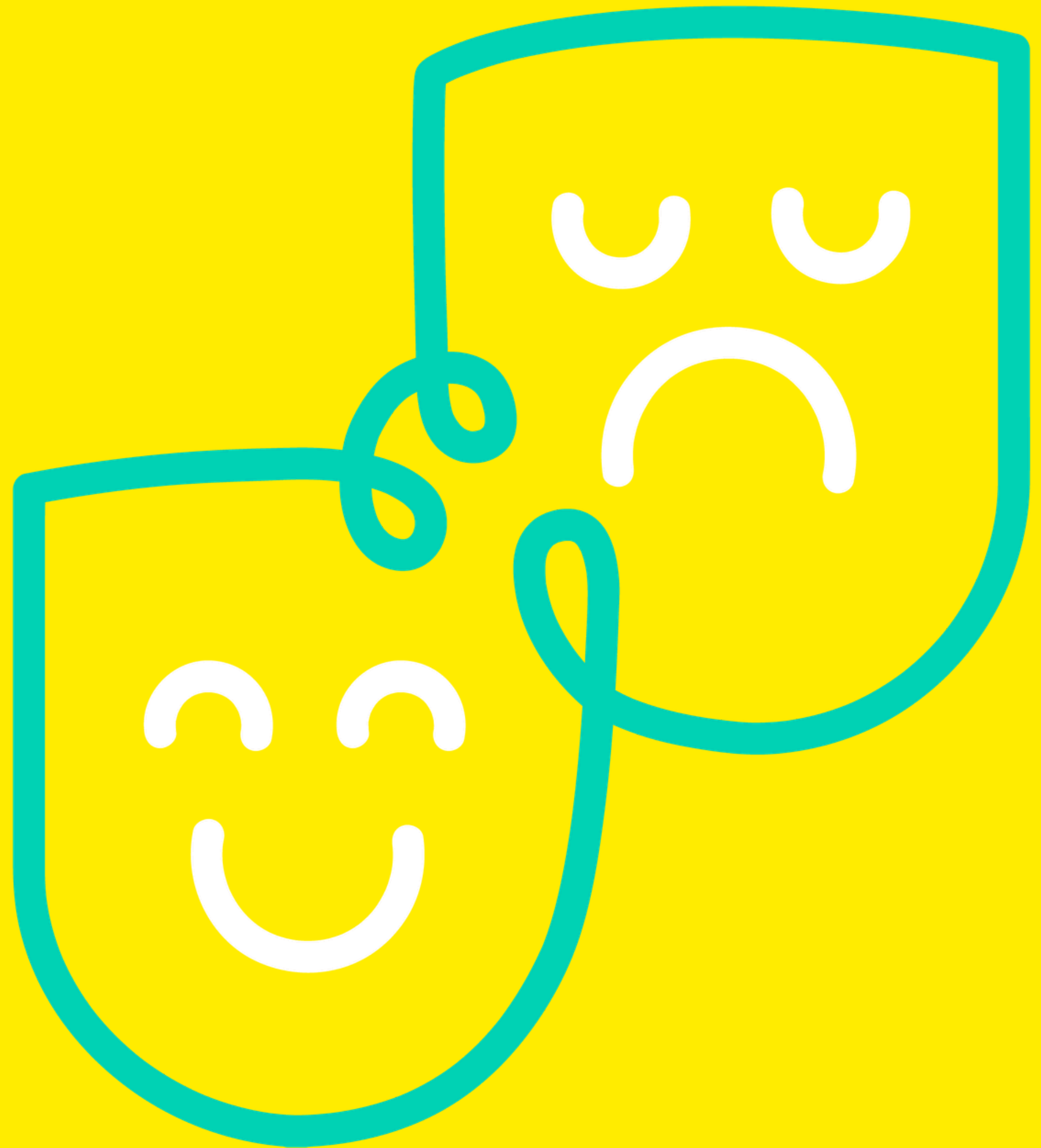


Ten Minute Tool

# Dealing with drama



Stephen Karpman developed the drama triangle in 1968 as a way of understanding the *destructive interactions that can happen* between people in conflict. Three roles can often emerge in these situations:

↳ **Victim**

*The person who feels powerless and 'done to'.*

↳ **Persecutor**

*The oppressive and critical instigator.*

↳ **Rescuer**

*The enabler who always runs to help*

## All three roles create issues in resolving the drama.

The **Victim doesn't take accountability** and blames other people rather than looking at what they can control.

The **Persecutor creates toxic cultures** and can draw other people into their judgement of the 'Victim'.

The **Rescuer can create an unhealthy dependency** on them from the Victim and may be feeding their own ego or hiding from their own challenges. In order to resolve the drama, there are 3 actions to consider...

### 1. Identify your habitual role

*Reflect on the moments of drama in your career, what has been your habitual role?*

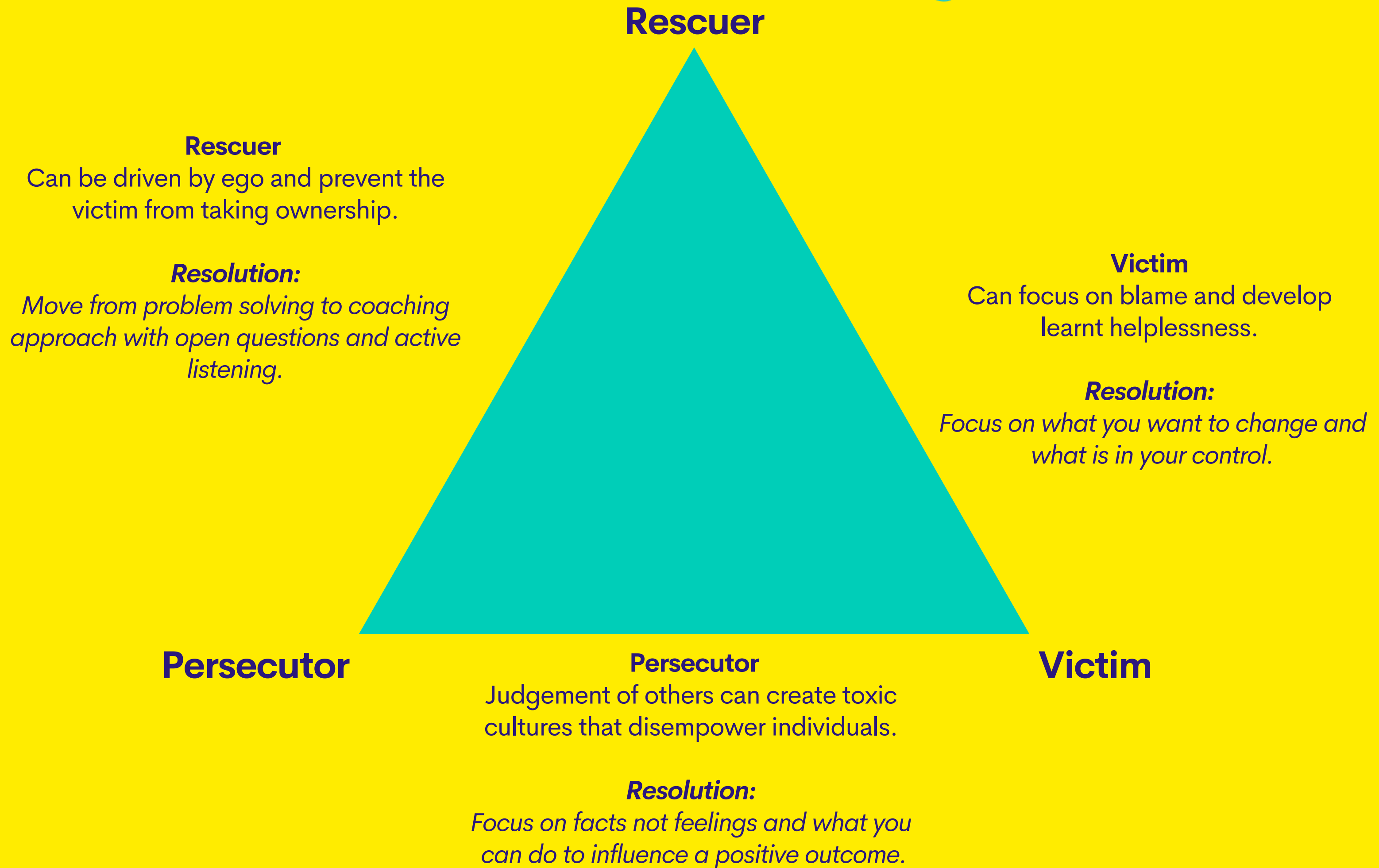
*What patterns can you spot?*

### 2. What assumptions do you make that reinforce the roles?

*Do you often put managers in the role of 'Persecutor'? Is there a particular type of person you often see as the 'Victim'? Do you always go to the same sort of person to help you when you're in need.*

### 3. Resolve your role

*Look at the guidance outlined on the following page.*



## Learn more: Dealing with drama



### Watch

#### TED Talk:

What productive conflict  
can offer a workplace,  
*Jess Kutch*



### Read

#### Book:

The Art of Gathering: How We  
Meet and Why It Matters  
*Priya Parker*



### Listen

#### Podcast:

HBR IdeaCast, Episode #571  
Dealing with Conflict  
Avoiders and Seekers

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