



POLLYANNA LENKIC
EMPOWERING PEOPLE PERFORMANCE

Blame: Finding fault, removing all sense of self-accountability.

Contempt: Attacking a person with the intention to insult or belittle them.

Stonewalling: Withdrawing, Avoiding or being evasive.

Criticism: Attacking the person rather than the behaviour.

When working with teams, we look at the impact on the team, from the lens of the system, when these 4 behaviours run unchecked. This work is underpinned by Gottman's 4 Horsemen, adapted by Team Coaching International (TCI) where we replace defensiveness with blame.

Because we are human, we do all of these. Recognising this is the 1st step to removing them from your relationships, teams and culture.

Contempt is the dangerous one that causes the most damage, whilst the seeds of contempt can be managed, full-blown contempt is hard to recover from. Gottman discovered that when people were at the receiving end of contempt their immune functions were compromised. Creating physical as well as emotional health issues.

Pollyanna