

# INSIDE THE TEAM WITH JESSE FAVRE: AFTER THE EPISODE

## Leader Companion Guide for Team Dialogue & Action Planning

## EPISODE 7

**Episode:** Squash It Before It's Messy: Resolving Workplace Gossip and Drama (Ft. Ke'Ira Lewis)

**Duration:** 34 min.

### KEY TAKEAWAYS

Behaviors, attitudes, and emotions are contagious. In workplaces, gossip and tension can quickly shape team culture and break down client trust.

What shows up at work is often only the tip of the iceberg. Beneath a reaction or behavior is usually personal context we cannot see.

When addressing undesirable behaviors, start with observation and curiosity rather than judgement.

Check in with coworkers when their behaviors or actions feel off. "Squashing drama" can be that gentle.

### DISCUSSION QUESTIONS

1. What are behaviors that you've seen quickly spread across a team, in good or bad ways?
2. As a customer, have you ever picked up on a team's tension? What happened, and how did that impact your experience?
3. What could a good, non-judgmental check-in sound like in our work environment?
4. What do you see as the difference between healthy venting and gossip?
5. What's one small action we can commit to to make sure that internal tension doesn't escalate or affect our customers?

### CHOOSE A CHALLENGE!

- Commit to one quick check-in this week with a coworker. This may sound like: "You don't seem like your typical self today. How are you?"
- Identify one moment where a mood or behavior spreads across the team. (For example, when someone smiles and waves, what happens next?)
- Use a "pre-venting pause." Ask yourself, "Is this about the issue or the person?"
- Do an end-of-shift debrief: How did the team's energy and mood impact customers? How do you know? What will you do the same or differently next time?
- Identify one source of team tension and agree on a norm to prevent it from happening next time.



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# » MEET YOUR HOST



Jesse Favre, MSW, MBA is a leadership trainer and public speaker specializing in human behavior and mental health in the workplace.

Since founding her company in 2022, she has delivered 1,000+ seminars and workshops to employees around the world.

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