

## Get your franchise humming with No Triangles

The best way to deal with an issue is directly with the other person. We know this, yet we often find it much easier to ‘rope in’ others and create a “triangle”.

Sometimes the idea of confronting an issue head-on can be just too difficult. What if they react badly? What if I don’t have the ‘killer response’ to their objection? We are worried about the response we might get so, instead we will often shop an issue around, or complain to someone else. It might be to see if other people have the same issue or to bolster support. It might be so the third party takes it up with the other person.

But when we create a “triangle”, we create a new set of problems. Firstly, we are telling the other person that we don’t have the courage to face them, which is bad for us. Secondly, we are telling the other person that we don’t trust them to have an honest and open conversation. And thirdly, we involve other people who may not really want to be involved in the first place. There is also the chance our words can be repeated, out of context, which can compound the issue.

In Antarctica I created the policy of **No Triangles** – simply, you don’t talk to that person about me, and I want talk to them about you. When a team practices No Triangles, that team has more respect, and is more innovative and productive because they have the courage to have direct, and sometimes confrontational, conversations.

To learn how to implement No Triangles with your team, download my implementation pack which includes a 15 minute video to share with your team. <http://www.rachaelrobertson.com/no-triangles>