

# FCA

FIAT CHRYSLER AUTOMOBILES

## Blame



CHRYSLER

DODGE



Jeep



SRT



MAGNETI MARELLI

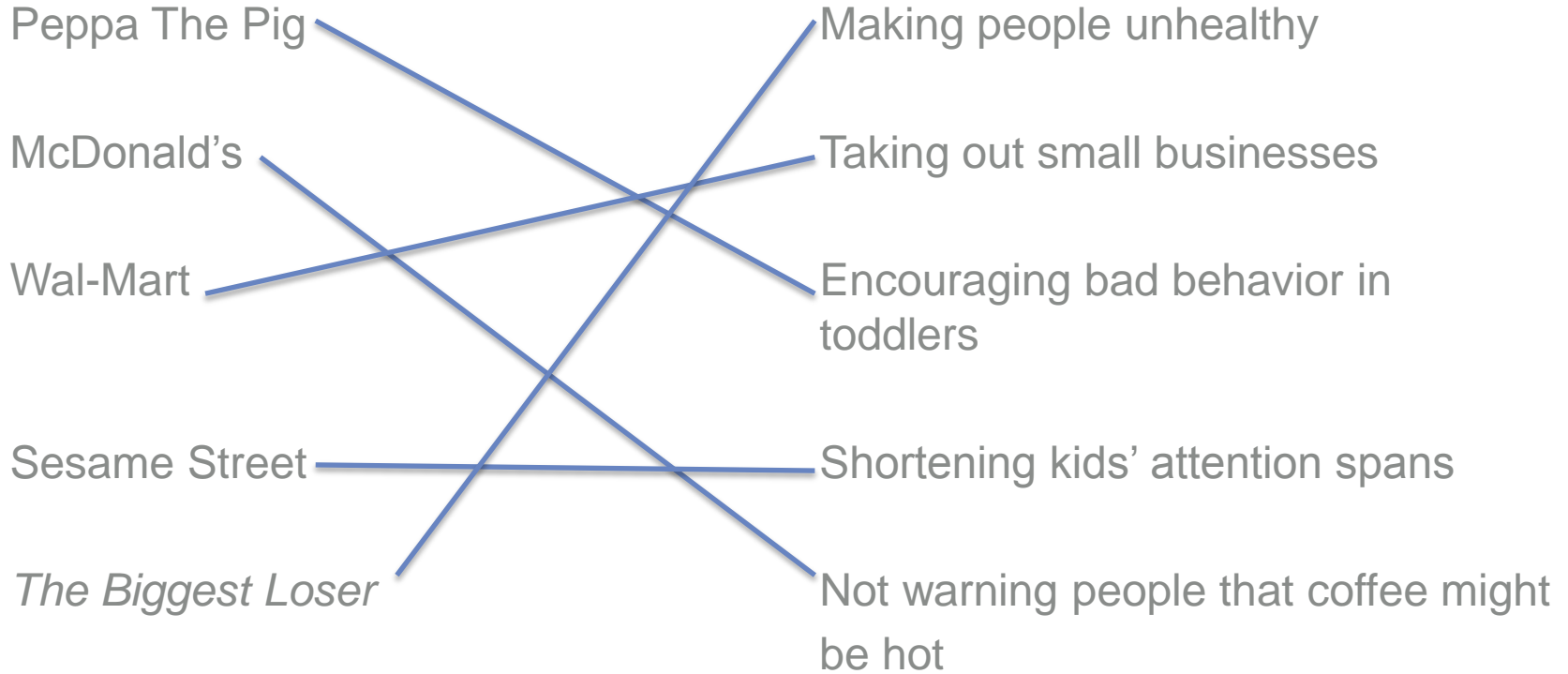
Teksid



- ACTIVITY: Who's fault is it?
- Brene Brown on Blame
- Why do we seek to blame?
- What does blame really do?
- Who is being blamed at work?
- What's at stake?
- What can we do about it?



# ACTIVITY: Who's Fault Is It?



# VIDEO: Brene Brown on Blame

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- Blame is the discharge of discomfort and pain
  - Our uncomfortable emotions are the ones we want relief from quickly
  - We want to feel better in the moment and blaming something or someone can do that
- We want to avoid being blamed ourselves
  - Some work cultures encourage this
- We have a need to save face
- It makes us feel powerful to be able to assess blame
- We have a desire to know why
  - Some of us would rather that it's our fault because it gives us control

- Blame can be contagious in the workplace
  - If we see others engage in it, we are more likely to do so
- Agents blame dealers or customers or policy or “corporate”
- Customers blame dealers or agents
- Dealers blame the call centers
- Colleagues blame each other for missed deadlines, poor performance, etc.
- We blame ourselves when something doesn't go right (sometimes true, sometimes not)

- Blame has an inverse relationship with accountability
  - Accountability is a vulnerable process
  - People who blame a lot don't have the energy to hold people accountable because of the energy expounded in raging blaming behavior
- Corrosive in relationships
  - Blame—we miss our opportunities for empathy because we're busy making connections in our heads to determine whose fault it is
  - Destructive to our agents, dealers, and customers

- Initially, can be comforting
  - We get the removal of discomfort we are seeking
- Can be damaging to relationships
  - People may retaliate or fight back
  - Customers may lose confidence in agents or dealer personnel
- Keeps us stuck where we are
- Gives the power to someone else—we blame out of discomfort, and someone is causing that discomfort
- Turns us into the victim—making someone else responsible shows we aren't able to stand up for ourselves

- Adapt accountability as a core value
- Focus on solving problems over determining fault
- If it is your fault, seek to own it and fix it
  - Ask yourself how you can now work to solve the problem
  - Ask yourself how you can avoid the problem in the future
- Stop seeking to assign blame when possible
  - Things don't get fixed when we spend energy focused on finding the culprit
- Talk through the situation with someone who's outside of it before assessing blame

- How often do we search for culprits when something goes wrong?
- In what way does blame impact the morale within our organization? What are the consequences?
- How will we benefit when finger-pointing is eliminated?
- What can I do today to bust the blame?

- Spend a day on the lookout for moments of blame. Include blaming yourself and blaming others. Was there a moment of discomfort or pain that preceded it?
- Watch for when others use blame. Was there a moment of pain or discomfort that preceded it?