



DUMP THE GRUMP **(Don't Pump the Grump!)** **Gossip Prevention and Intervention**

Three important questions that can help prevent Gossip:

1. Always check in with ourselves when bringing something up: is this discussion to support the individual and the organization? It has to be yes to both. **Remember WAIT (Why Am I Telling you this?)**
 2. Always check in with ourselves as the listener. **Remember CARL (Can I Really Listen now?)** Be sure you can listen without getting sucked into a cesspool of negativity. Can you really listen without taking on the other person's issues as your own? Be careful of "Groupthink."
 3. If you can listen, ask the speaker what they need. **Is the purpose of this discussion to vent so they can let it go? Or are they unable to let it go and need your support in addressing the problem with the other person?** If they need support, below are **5 Steps for Interruption** that can help.
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Step 1: Attempt To Interrupt

Do your best to interrupt any signs of rumors, gossip, resentment or negative judgments about other people. Try saying something like, "I'd prefer not to hear this. How can I support you in talking to the person directly?"

Step 2: Listen

If the person speaking is too upset to stop talking or to take responsibility for speaking directly to the person they are speaking about, and if you feel able, offer them a safe space to share their feelings.

Share compassion for the speaker's feelings without adding to the separation or agreeing with the speaker's judgments.

Note – If you find yourself with a similar feeling, judgment or concern about a person, your job is to clear up your concern or judgment directly with the person as well.

Step 3: Get a Commitment

Confirm that the speaker can drop their concern, stop talking negatively, or is willing to speak directly with the person they are talking about.

Clarify a time when the speaker would be willing to clear up their concern directly. Offer to support the person if it seems appropriate or necessary.

Note – Remind the speaker that spreading rumors or holding resentments can actually hurt the person who says or carries them more than the person who the rumor is about.

Step 4: Check Back

Set a time to double check that the person has followed through on their commitment.

Offer your support if the person fails to follow through or has a difficulty getting the desired results.

Step 5: Never Repeat

Let the gossip end with you! Do not pass on to other people rumors that you hear. Remember there are at least two sides to every story.