LEADERSHIP TOOL

5 QUESTIONS TO UNCOVER RESENTMENT IN YOUR TEAM

HEY LEADER! *Resentment doesn't announce itself loudly—it lurks under the surface, sabotaging trust, collaboration, and productivity. As a leader, it's your job to uncover and address it before it grows. These five questions, paired with an actionable plan, will help you identify and tackle resentment within your team, building a healthier and more resilient workplace.*

THE QUESTIONS

1 WHAT'S ONE THING ABOUT WORK THAT'S BEEN FRUSTRATING YOU, AND HOW DO YOU THINK WE COULD IMPROVE IT?

- **Why It Matters:** This open-ended question creates space for employees to voice grievances without fear of judgment.
- **Action Plan:**
  - Actively listen without interrupting.
  - Document recurring themes to identify patterns.
  - Address the most pressing issue within a week to show responsiveness.

2 DO YOU FEEL LIKE YOUR CONTRIBUTIONS ARE RECOGNIZED AND VALUED? CAN YOU SHARE AN EXAMPLE OF WHEN YOU FELT VALUED OR OVERLOOKED?

- **Why It Matters:** Resentment often stems from feeling underappreciated or overlooked.
- **Action Plan:**
  - Build a recognition system (e.g., weekly shoutouts, peer nominations).
  - Publicly celebrate wins, both big and small.
  - Follow up privately with employees who express feeling undervalued.

3 WHAT TEAM DYNAMICS OR BEHAVIORS DO YOU THINK ARE HOLDING US BACK FROM ACHIEVING OUR BEST?

- **Why It Matters:** This question encourages constructive feedback on interpersonal issues, such as communication breakdowns or favoritism.
- **Action Plan:**
  - Facilitate team-building workshops or conflict resolution sessions.
  - Set clear behavior expectations and accountability measures.
  - Mediate specific disputes if necessary.

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4 DO YOU FEEL YOU HAVE THE RESOURCES, SUPPORT, AND COLLABORATION NEEDED TO THRIVE IN YOUR ROLE?

- **Why It Matters:** Lack of support often breeds frustration and resentment.
- **Action Plan:**
  - Conduct an audit of resources (e.g., tools, training, time allocations).
  - Regularly check in to reassess and provide additional support as needed.
  - Advocate for your team's needs to upper management.

5 WHAT'S ONE THING I COULD DO DIFFERENTLY AS YOUR LEADER TO BETTER SUPPORT YOU AND THE TEAM?

- **Why It Matters:** Asking for feedback directly shows humility and a willingness to improve.
- **Action Plan:**
  - Act on one piece of feedback within the next month to demonstrate commitment.
  - Communicate your actions and intentions transparently.
  - Repeat this question quarterly to foster continuous improvement.

IMPLEMENTATION TIPS

Set the Stage: Let your team know why you're asking these questions—to build trust and address challenges.

Create Safety: Ensure anonymity or confidentiality, depending on your team's dynamics.

Follow Through: Share a summary of key takeaways (anonymized if needed) and your action plan with the team.

Monitor Progress: Revisit these questions periodically to ensure issues are being resolved.

FINAL NOTE

Resentment thrives in silence. By asking these questions and following through with thoughtful actions, you'll not only uncover hidden tensions but also foster a stronger, more connected team. Remember: The sandbox is only as functional as its builders.

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