

# Drama Management Framework

## 1. Introducing the Drama Assessment Tool

The senior leader begins by sharing the Drama Assessment Infographic with the staff member. This will form the foundation for how they assess issues before bringing them up for escalation.

- Explain the Four Drama Levels:
  - Level 1 Drama (Low Priority): Minor concerns that can be eliminated.
  - Level 2 Drama (Low-Medium Priority): Issues that can be delegated or scheduled.
  - Level 3 Drama (Medium Priority): Important issues to be scheduled for attention.
  - Level 4 Drama (High Priority): Urgent issues that require immediate attention.

## 2. Walking Through Recent Examples

The manager invites the staff member to walk through specific examples of issues they have escalated in the past few weeks.

- Ask Reflective Questions:
  - What was the situation?
  - How did you feel about the urgency and importance at the time?
  - Looking at the Drama Levels, where would you place this issue now?

The purpose is to have the staff member reflect on their initial perception versus the true nature of the issue.

## 3. Cross-Checking with the Eisenhower Matrix

Once the examples have been assessed against the drama levels, the senior leader helps the staff member cross-reference the issue with the Eisenhower Matrix.

- Discussion Points:
  - Was this truly urgent and important (Level 4)? Or could it have been scheduled (Level 3)?
  - Was it something that could have been handled without escalating (Level 2 or 1)?
  - What could have been done differently to avoid escalating the issue?

This step encourages the staff member to use the matrix as a self-check before bringing future issues to the leader.

## 4. Setting Expectations Moving Forward

The senior leader and the staff member agree on a process for self-assessing issues in the future. The key takeaway is that the staff member should run each situation through both the Drama Assessment and the Eisenhower Matrix before escalating.

- Guidelines:
  - Level 1 and 2 dramas should typically not require escalation unless critical factors change.
  - Level 3 dramas can be escalated if they cannot be resolved within a reasonable time.
  - Level 4 dramas should always be brought to the leader's attention immediately.

## 5. Weekly Debrief and Reflection

The manager schedules a weekly debrief to help the staff member improve their assessment skills.

- The Reflective Session:
  - Review issues brought forward that week.
  - Reflect on how well the staff member applied the Drama Assessment and Eisenhower Matrix.
  - Discuss any situations where escalation was appropriate or could have been handled differently.

## Conclusion

This practice builds self-reliance in staff members, giving them the tools to assess and respond to issues more effectively, and reduces the frequency of unnecessary escalations.