

Circling the Triangle The EDB Programme articles

Many have spoken, written or delivered on conflict management and the ability to communicate effectively, reason, negotiate and connect with people. I always maintain that these are admirable ideals and we should always aim to achieve resolution in conflict.

I have written extensively around what I call “EDB type people” and the challenges they bring in the workplace. Basically there is a small group of people who you cannot connect with, reason, negotiate or deal with in the normal way according to the usual conflict and communication management approaches. Despite a lot of books being written about being able to manage and communicate with anyone, anytime, anywhere I still hold to the important realisation that there are those you just cannot connect with for a number of reasons, I will expand on my thinking in this article.



Within the EDB programme I introduce participants to a continuum which is very important to grasp in order to realise why dealing with an EDB is not simply difficult but well on impossible. Most people in conflict or dispute come into a conversation in problem solving mode. That is they are not happy with something but at least have an idea what they want as a solution and are willing to compromise to achieve a resolution.

The EDB is on the other end of this continuum often described as Drama or Chaos mode. They do not have a solution in mind and only want the other party to fully agree with their point and give them everything they want. Dealing with this end of the continuum is both exhausting and if done for long enough - psychologically damaging.

In this brief article I would like to help you to understand why the person at this side of the continuum is so difficult and simply impossible to manage and work with.

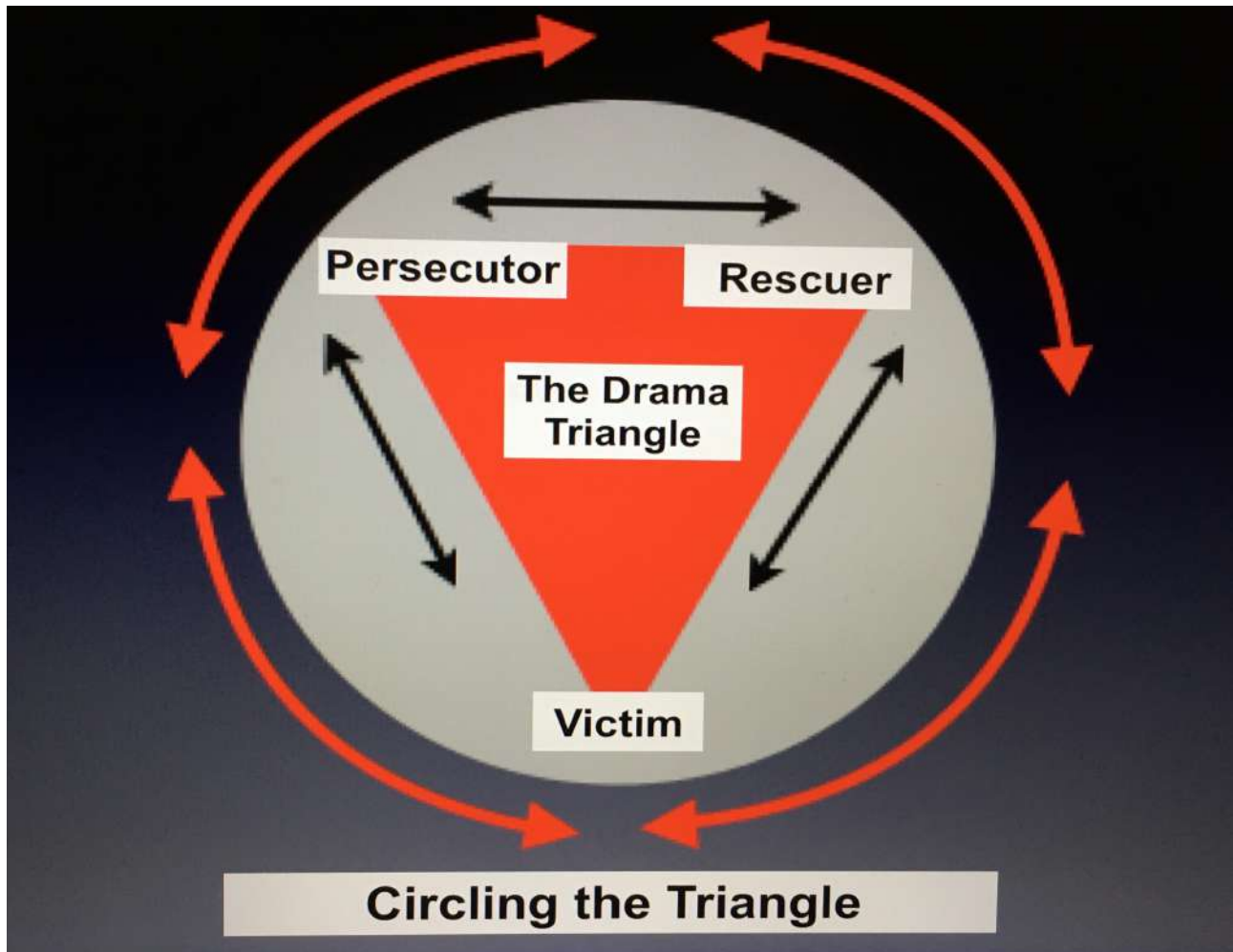
There is a famous communication model known as the Drama Triangle which is quite fitting and apt to apply to the EDB. The drama triangle was conceived by Stephen Karpman, a student studying under Eric Berne, the developer of transactional analysis.

Karpman defined three roles; Persecutor, Rescuer and Victim. These three roles are placed on an inverted triangle and referred to as the three aspects, or faces of drama.

1. **The Victim:** The Victim's stance is "*Poor me!*" They can feel victimised and oppressed. They can seem unable to come to a resolution, solve problems, take pleasure in life, or achieve insight.
2. **The Rescuer:** The rescuer's line is "Let me help you." A classic enabler. The rewards derived from this rescue role are that the focus is taken off of the rescuer. The role is also pivotal because their actual primary interest is really an avoidance of their own problems disguised as concern for the victim's needs.
3. **The Persecutor:** (a.k.a. Villain) The Persecutor insists, "*It's all your fault.*" The Persecutor is controlling, blaming, critical, oppressive, angry, authoritarian, rigid, and superior. (Often seen as the classic EDB)

Circling the Triangle The EDB Programme articles

Most of the time an individual occupies one role more than any other. The classic term for the persecutor can be bully. What to me makes the EDB quite unique is their ability to move quickly, effortlessly and more important - genuinely between each role.



A bully is usually just that "a bully" The Rescuer often stays in that role as does the victim. It is the EDB that can effortlessly move roles. When you tackle their bullying behaviour they switch and claim victimisation or bullying on your part.

They quickly deflect by going to rescuer mode and claiming you are again bullying or harassing another "poor innocent victim" It is this abilities which causes managers and organisations such issues with EDB's. In essence the EDB is as I often highlight in the programme a very clever, controlling and manipulative individual - be careful!

For more information on the EDB Programme contact Martin directly on 07 973 410 010 or email info@taking-control.co.uk

