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*The Drama-Free Office*  
By  
**Jim Warner and Kaley Klemp**

**USER-FRIENDLY GUIDE TO HEALTHY COLLABORATION WITH  
YOUR TEAM, COWORKERS, AND BOSS**

Whether it's water cooler gossip, an unsupportive boss or team leader, or an insubordinate employee, the last thing a business needs is drama. Most dysfunctional company dynamics often stem from office drama. Office drama causes infighting, petty rumors, meaningless meetings, and turf wars that drain energy and/or deflect the work team from the collaborative pursuit of important goals. Regardless of the type of organization, leaders often avoid dealing with drama in the workplace, or deal with it badly.

*The Drama-Free Office: A Guide to Healthy Collaboration with Your Team, Coworkers, and Boss* by father-daughter duo Jim Warner and Kaley Klemp describes four energy-draining personalities that sabotage workplace collaboration and synergy. The authors blend humorous and relatable case studies with proven tools for managing 'office saboteurs'—subordinates, co-workers, and bosses. The book breaks down the four major drama roles and lays out a detailed roadmap for managing difficult people in difficult situations.

Readers will see their coworkers (and themselves) in this entertaining and action-oriented blueprint for addressing the dramatic behaviors that cripple so many teams. Warner and Klemp detail simple methods for defusing office drama and fostering clean, authentic interactions that can have a direct impact on organization productivity.

“Most of our clients are clueless on what to do when emotion-laden behavior affects an office,” says Warner. “Few if any books address emotion in the workplace. Most people in business become either a deer-in-the-headlights or run to HR whenever an associate displays emotion - anger, fear, sadness, and shame. Or, they ignore it completely and continue trying to collaborate, which is totally useless. Through *The Drama-Free Office* we wanted to help people recognize office emotion and cleanly deal with it.”

The authors' extensive research for *The Drama Free Office* included intense, candid sessions with over 3,000 senior leaders in executive teams, partnerships, family businesses, elite sports teams and other environments where drama has hampered the effectiveness of a group. In hundreds of off-site retreats, mediations, and coaching sessions, Warner and Klemp witnessed the full spectrum of drama, including whiners, pouters, kiss-ups, bullies, mavericks, narcissists, manipulators, loners and martyrs, and have determined that almost all of these drama-laden personas can be distilled down to the antics of the four sabotaging roles—The Complainer, the Cynic, the Controller, and the Caretaker. Diagnosing and directly managing these four roles is the gateway out of drama.

*The Drama-Free Office* is broken up into four easy to read sections:

- **Part 1: The Overture** - introduces the reader to the Riva Corporation, its founder-president, and a SWAT team assembled to solve a customer service crisis. Readers are introduced to Laura, the SWAT team leader, and observe her first meeting with her drama-prone team members. The remaining chapters interweave Laura's navigation of the Riva drama with stories from the author's consulting work with management teams.
- **Part 2: The Four Drama Roles** – describes in detail the four primary drama roles. These chapters offer insights into what's going on inside each role player (i.e., why they act in a dramatic fashion), the common dramatic behaviors of each role, and how to manage each role.
- **Part 3: Getting Yourself Out of Drama** - invites the reader to examine and determine where they are prone to fall into drama. The reader learns a step-by-step process for exiting their own drama and becoming curious and open with others, no matter which drama roles they might be in.
- **Part 4: Guiding Others Out of Drama** - presents proven tools for defusing drama and collaborating with drama-prone associates. The reader is given a proven, seven-step process to set the stage for confronting a drama-prone associate - whether a subordinate, peer, or superior - and then to have the drama-shifting meeting.

“Our goal throughout the book,” adds Klemp, “is to inspire the reader toward a drama-free office. This type of office is made up of drama-free individuals, starting with you. When you choose, and it's always a choice, to display curiosity, candor, courage, and appreciation, you encourage your coworkers to do the same. You become the inspiration for your boss, partner, cofounder, or a team member to catch the authenticity bug. Individuals, free from drama, forge nonjudgmental, productive relationships – the cornerstones of the drama-free office.”



**Jim Warner's entrepreneurial career began at age 29, when he founded a software company (Precision Visuals, Inc.). He evolved quickly from developer to entrepreneur, to a leader experiencing the full range of business transitions: high growth, team building, recessions, downsizing, restructuring, repositioning, succession planning and implementation. Since 1995 Jim has worked with over 2,500 CEOs in multinational public companies, entrepreneurships, partnerships, and family businesses. As an adviser to top executives, he is an expert on how to expand their suite of leadership skills, while breeding enduring authenticity and collaboration within their teams. He is also the author of *Aspirations of Greatness* and *Facing Pain—Embracing Love*. Both were based on direct experiences with thousands of CEOs and company leaders. Jim is an alumnus of the University of Michigan and Harvard Business School (OPM program). He is a member of World Presidents' Organization.**

**Kaley Klemp is a sought-after facilitator, speaker and coach. She is an expert in small-group dynamics and leadership development, specializing in building trusting, synergistic teams that are able to achieve their strategic objectives – even in the face of challenging circumstances. Since 2004, she has worked with more than 175 YPO forums and over 50 executive teams to uncover and address the issues that block peak performance. Klemp is a graduate of Stanford University, where she earned a B.A. in International Relations and an M.A. in Sociology, with a focus on Organizational Behavior.**

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***The Drama Free Office* is scheduled for release July 1, 2011 and can be pre-ordered from [www.amazon.com](http://www.amazon.com), [www.barnesandnoble.com](http://www.barnesandnoble.com) and through any major bookseller. It is also available in e-book format.**

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