

## What is Toleration Busting?

Your organization is an environment filled with tolerations, both big and small. Instead of supporting your team in solving their own tolerations, you can bring your team together to review organizational tolerations, prioritize them, and then work on busting each toleration over time. This guide outlines how to hold an organizational toleration busting process to make bigger changes that will improve the workplace environment.

**Tolerations are “things that bug us, zaps our energy and could be eliminated”  
- Thomas Leonard**

Tolerations are devious because they often fly under our radar, and we don't notice them. Or, we do notice them, and continuously think, “I'll get to that later” or “it's not a big deal; I'm not going to worry about it.” Your organization probably has a wide variety of small “inconveniences” that your team is currently tolerating, and these tolerations are sucking the energy out of people and making the work environment more difficult than it needs to be.

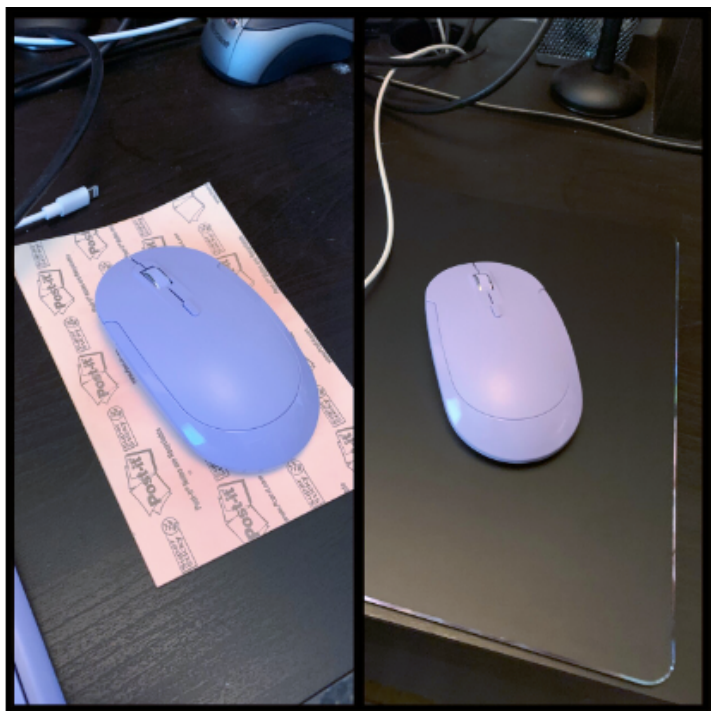
You can read the full “How to Bust Workplace Tolerations” blog post here:

<https://www.raftcares.org/resources/community-blog/workplace-tolerations-busting/>

The blog post gives you suggestions for a personal toleration busting exercise or holding a team toleration busting exercise in one of your staff meetings.

## Toleration Example

One of our team members had solved their mousepad issue with a quick fix, post it notes! The mousepad they purchased previously would stick with their new mouse, sometimes the mouse would glitch because it wasn't a smooth enough material. Even though it the post it note pad was sometimes annoying or inconvenient, it wasn't until we tried the toleration exercise that they purchased a functional mousepad. They had the time to consider what was truly annoying them during work, and the money to amend the issue.



## Organizational Toleration Busting Guide

1. Determine the budget your organization has available to solve some of its tolerations. This doesn't have to be a big budget, many tolerations can be solved with a few dollars.
2. Find a date to hold a "Tolerations staff meeting" that will focus on nothing but organizational tolerations. One hour should do the trick.
3. Use the first 5-10 minutes to explain the concept of tolerations (or give people time to read the blog post) and give some examples of tolerations and how you eliminated those tolerations in your own work at the organization or in your personal life.
4. Break your team into small groups of 2-4 people.
5. Using the included worksheet take 20 minutes for each group to discuss and prioritize the tolerations they are experiencing in the workplace and how they could eliminate these tolerations. Ask them to list everything they can think of.
6. Take 20 minutes for each group to share their top 3-5 tolerations and solutions, and gather these tolerations and solutions in a list on a whiteboard, paper, etc.
7. Discuss and prioritize the tolerations based on what the group shared, and which tolerations are having the greatest impact.
8. Share the budget you have available to solve some tolerations in the organization.
9. As a group discuss where to best apply the budget money to solve some of the listed tolerations.
10. Ask for team members who would like to use the budget money to act on these tolerations (during paid time, not on their own time).

## After the Meeting

In a public space post the list of tolerations identified by your team. This allows your team to see that leadership remembers the list and is continuing to work on eliminating tolerations. Whenever you eliminate a toleration, mark it off the list, so your team can see progress.

During staff meetings, allow team members actively working on the tolerations to update their progress, discuss how it is going, share success stories, and add new tolerations as people think of them.

## Discussion Guide

Use this discussion guide to support your group in creating and prioritizing a list of the tolerations you are experiencing at work. Then think of solutions for each of the tolerations in your list.

Using the space below list out all of the tolerations your group can think of in the first column.

When making your list think of tolerations effecting your:

- Physical space: staff room, offices, reception, shelter, hallways, storage, parking, other work locations. Open spaces, distances between people, distances between equipment, safe spaces, etc.
- Physical items: computers, phones, furniture, storage solutions, printers, furniture, etc.
- Physical environment: lighting, noise levels, temperature, dust, etc.
- Habits and systems: policies, procedures, paperwork, communication, tracking, payroll, etc.
- Relationships and communication with colleagues, different departments, clients, volunteers, leadership, outside parnters, etc.
- Other categories you can think of.

As a group prioritize the tolerations you have listed, with #1 being the highest priority.

As a group discuss and write down the positive solution to each toleration.

Beside each toleration solution write down the estimated cost for this solution. Some of your solutions may be free.

Review your list and highlight the top 3-5 tolerations you think your organization should start with. During this review you may end up reorganizing your top tolerations.

Pick a member of your group to be your speaker. They will share your top 3-5 priorities with the larger group.

Toleration	Priority	Solution	Estimated cost