**Fill in the gaps with the words from the box:**

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| | | |
|---|---|---|
| goading | shield | off the ground |
| patronising | shoulder | winding |



**Every week Philippa Perry, a psychotherapist and a writer, addresses a personal problem sent in by a reader.**

## How can I get my team leader to tackle this troublemaker?

**The question:** My new team does not function well. We have a very negative individual who is constantly 1)_____ and provoking other team members who are trying to get a key project 2)_____. In a one-on-one meeting I questioned the motives of the individual concerned, and he said he liked 3)_____ up a particular member of the team because it was "fun".

He is also very 4)_____ and I have been on the end of his "you don't understand" comments on more than one occasion. This has caused great resentment. My role is predominantly technical but I constantly find myself trying to get each party to communicate.

This should be the job of the team leader; however, he is never around and constantly managing upwards. While I understand he is probably trying to 5)_____ the team from upper management intervention, he has neglected the collaboration and teamwork ethos that is critical for this project to succeed. I believe he lacks the soft skills to have the difficult conversations, but he has an amazing skill to 6)_____ it off on to his much younger team members. What should I do before the walls come caving in and we end up not delivering on our initial promises?



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