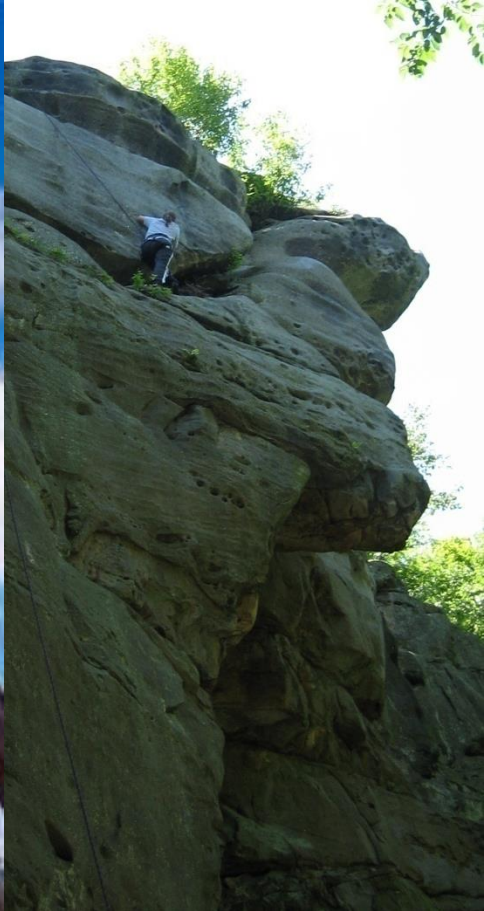Welcome!

Today's Agenda

It's going to be a fast-paced and fun-filled day!

- Begin with activities because it's early and we need to wake up!

- PowerPoint presentation on Teams with Discussion

- Interpersonal & Leadership Assessments

- Lunch!

- More activities

- Debrief

What is a Circle?

What is a Circle?

- Why did we do this activity?
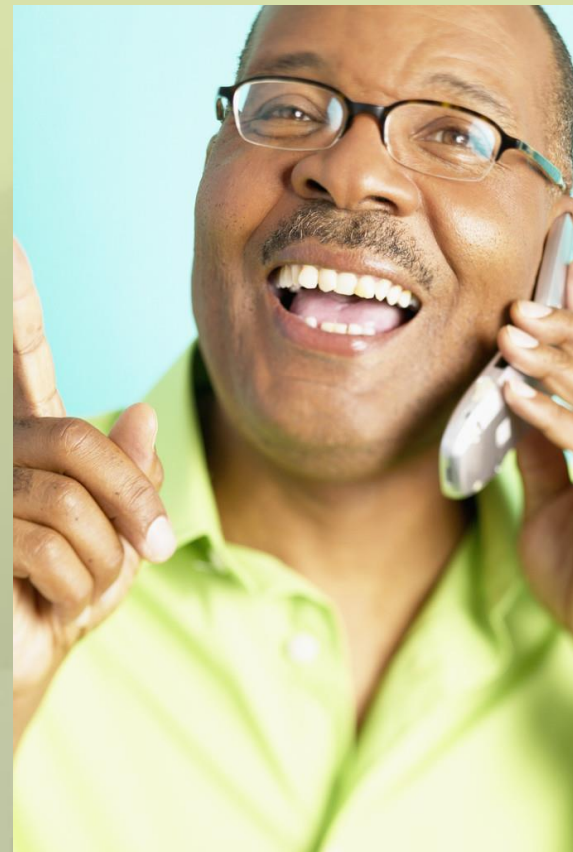
Animal Toss

- Name Cards

Get-To-Know-You-Bingo

Communication in Teams

Is a _group_ the same as a _team_?

A _team_ …

is a unit of two or more people who work together to achieve a goal.

Good or Bad team experiences?

What are the Advantages of Teams?

- Increased information and knowledge
- Increased diversity of views
- Increased acceptance of a solution
- Higher performance levels
- Synergy & Creativity

What are the Disadvantages?

- Unproductive, frustrating, or counterproductive
- Hidden agendas
- Free riders
- *Groupthink*
  - *How does this happen?*
  - *Consensus v. Compromise*
    - How are these words different?

Define a Team Contract
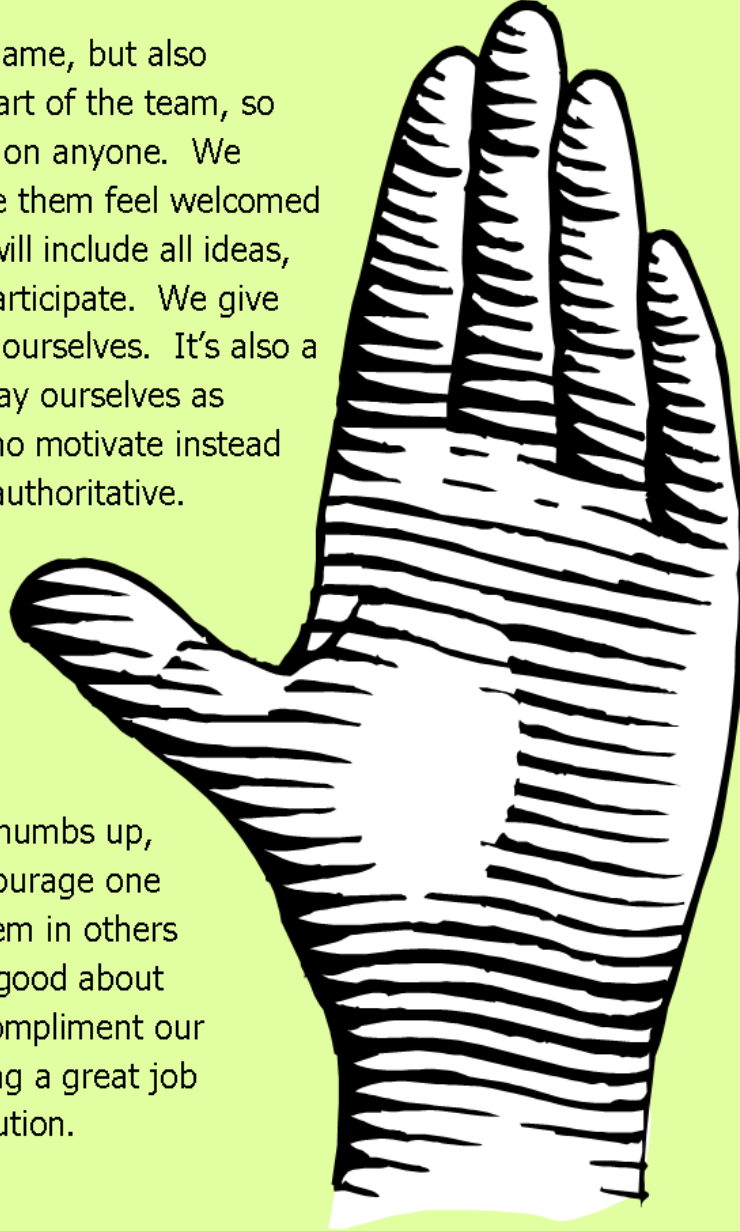
- The Five Finger Rules, general

Our Team Contract: *reminds us how to communicate positively and work well with one another.*

If we try our best every day to adhere to this contract of five simple guidelines, our team can achieve more than we could have individually = synergy!

Pointer: Represents blame, but also inclusion. We are all part of the team, so we do not place blame on anyone. We include everyone, make them feel welcomed and appreciated. We will include all ideas, and encourage all to participate. We give credit to the team, not ourselves. It's also a good reminder to portray ourselves as inspirational leaders who motivate instead of appearing bossy or authoritative.

Middle: Represents negativity, which should not be brought into the team environment. We will stay positive, have fun, and make each other smile! Positive words will only be used

Ring: Represents commitment to doing a great job every day and not settling for mediocre work. We will all be committed to the team's goals. Roles are assigned and responsibilities are shared equally. We genuinely care about the well-being of our team members.

Pinky: Represents trust. We will help one another whenever needed. We will trust in the commitment of our team members. We trust that our team members will speak positively of one another. We trust that when a conflict arises, it will be addressed right away in a positive manner. This involves active listening and willingness to change.

Thumb: Represents "thumbs up, good job!" We will encourage one another and build esteem in others by making people feel good about themselves. We will compliment our team members for doing a great job and value their contribution.

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The "team contract" is modified from the original term "the full value contract" that was developed by Project Adventure. http://www.pa.org/

Developing an Effective Team

Clear sense of purpose

Open, honest communication

Decision by consensus

Creative thinking

Focused on core issues

Set Goals

Define Roles

Positive Deviants Encouraged

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Effective Teamwork

❑ Create an agenda & assign duties

❑ Keep notes on meetings

❑ Stay on track

❑ Encourage participation

❑ Build esteem in team members
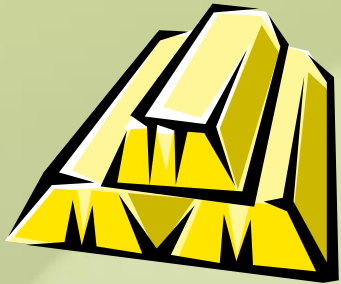
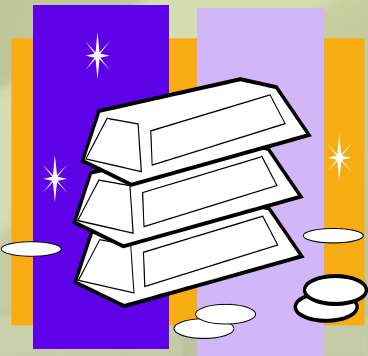❑ Check whether the team contract is being upheld

Effective Teamwork

How should you treat others?
- The golden rule?

- Or the platinum rule?

Liebowitz, J., Managing a Diverse Workforce, Employee Training & Development Lecture, Duquesne University: 2004

Be **sincere,**

Be **trustworthy,**

Be **e,**

Be

Be

Be **enthusiastic,**

Be **energetic,**

Be **fun,**

Be **empathic,**

Be **optimistic,**

Be **others,**

Be **to**
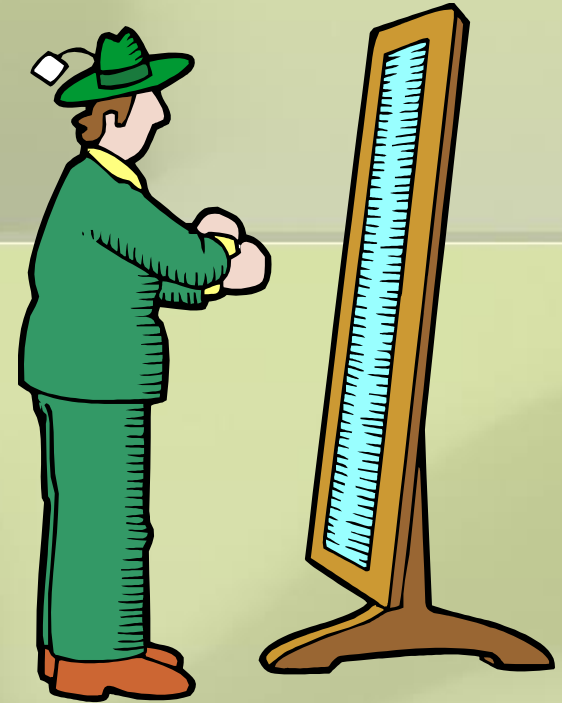
Be

Be **courageous,**

Be **kind.**

Team Evolution

- Orientation
- Conflict
- Brainstorming
- Emergence
- Reinforcement

- Forming
- Storming
- Norming
- Performing
- Adjourning

Snowflakes

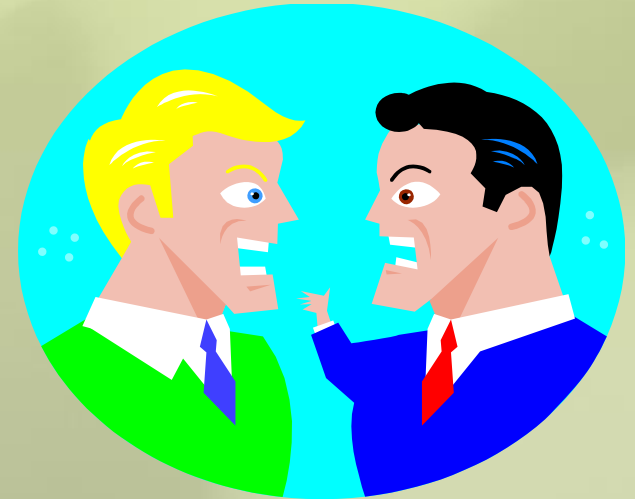Personal Goal: To Maintain

1. Intense <u>professional will</u> to achieve team goals (rather than one's own personal achievement), and

2. Very <u>high standards</u>, combined with

3. Personal <u>humility and modesty</u>

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Understanding Conflict

- Is conflict always bad?

  1. No! Conflict brings out new perspectives and can be handled in a positive manner.

Resolving Conflict

- Pro-action
- Communication
- Openness
- Research
- Flexibility
- Fair Play
- Alliance

Overcoming Resistance

- Express understanding: sympathize

- Make people aware of their resistance: without blaming, or causing defensiveness

- Evaluate others' objections fairly: talk it out, discover underlying issues

- Hold your arguments until the other person is ready: their needs come first, self blame

Nonverbal Communication

- Is the interpersonal process of sending and receiving information, both intentionally and unintentionally, without using written or spoken language

- Can strengthen a verbal message, weaken a verbal message, or replace words entirely

- Includes facial expression, gestures, posture, personal appearance

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Conclusion

- If you do not consider yourself a "team player" then you need to create a personal development plan to improve these skills because,

- Working effectively in teams is <u>required</u> for success in ANY field;

- The first step is **self-awareness,** the next step is **practice**.   (Pencil Activity)

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