Team Development

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What is "mindfulness"?

Mindfulness simply put is

"a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations."

Exercise: Everyone Stand-Up!

- Close your eyes (if you are comfortable)

- Talking a deep breath in slowly through your nose, counting to 4.

- Hold it for a count of 6, if you can.

- Let it out gently through your mouth, for a count of 8.

- As you expand your lungs full of air, feel how your chest is expanding with life giving air.   What are you feeling? What are you sensing as you do this.

- As you are letting all the "negative energy" out, feel yourself feel grounded through your feet as it touches the ground – letting go of what is bothering you at this present moment.

- Let's do it 3 more times and then take a seat.

Team Development

In simple **business** terms *"team development is the process of creating a team that cohesively works together towards a common goal"*.

It is the formation of bonds and connections to help increase communication, planning skills, individual motivation, and team collaboration.

Team development includes:

- Learning about yourself and core skills;
- Respecting individual differences;
- Working towards a common goal;
- Learning how to communicate and make yourself heard;
- Learning about conflict resolution (remember you are not each other's enemy);
- Developing your individual goals; and most of all
- Synergy!

Team development = team building. How many people feel like just shutting down right now, are rolling your eyes at the term "team building", or just wanting to be anywhere but here during this?

Let's look at team building differently. It is more of developing a team based on each of your strengths and weaknesses. It is more about learning about yourself rather than each other so that you can learn HOW to work with each other.

Think about all the "teams" outside of work that you belong too.
- You and your significant other
- You and your family members
- Children and parents
- Community and individuals
- Teachers and students

These are just a few that we have in our daily lives. Think about how you fit into all these different teams? Take you and a significant other or best friend. How do you manage those relationship boundaries and how do you learn to solve conflict? Do you both have the same goals? How do you communicate with each other? Are there triggers?

Team Bonding

Team bonding is **NOT** the same as team developing.   Team bonding is <u>about strengthening the bonds and interpersonal relationships that hold a team together</u>.

- It's primary objective it to have fun with *little to no emphasis* on skill development, unlike team development, where you are learning how to interact with each other.

- Designed to keep the team chemistry alive.

- Helps fuel creativity and sharing of ideas.

Team development is different than team bonding. Team bonding can only happen when you know your own strengths and weaknesses. It is working together towards a common goal.

Two Truths and One Lie Team Bonding

So let's get to know each other better.   We are going to play "Two Truths and One Lie" icebreaker.   If you have not played this before this is how it is played.

First and foremost, this should not be stressful, but a fun activity. Your statements do not have to be extremely personal.

Each of you should introduce yourselves with 3 simple statements.
You should have 2 truths about you and then one lie.
When it is your time to introduce yourself, you will give three statements and the group will have to decide which is the lie and which ones are the truth.

REMEMBER to keep your poker face on!

Teamwork

"A cooperative process that allows ordinary people to achieve extraordinary results."

Key Elements to Developing a GREAT TEAM!

1. *Communication*
   - ❖ Everyone on the team needs to **believe in and commit** to the mission and purpose of the department.
   - ❖ Team members **MUST** be able to share their thoughts and feelings without any repercussions.
   - ❖ Open communication will earn team members trust. This allows the team to communicate with each other about different ideas and spend their time working through problems and coming up with solutions.

2. *Complementary Strengths*
   - ❖ Everyone has their own strengths and things that they are good at. Teams should complement each other and **back each** other up when someone is struggling.

In developing a team, we have several elementary concepts that need to be looked at. In order to do to look at them, we need to know how we will react and respond to certain situations and what our strengths or weaknesses are.

Communication
How do you communicate your need to others? How do you express yourself when you are in conflict? Communication allows for individuals to work together as a team to focus on solving problems together. When there is communication between individuals you work interdependently – all working towards a common goal is less reactive and more proactive. Communication is basically the exchange of information and transmission of meaning to each other.

Complementary Goals
In order to start building a team, with different individuals who come from all walks of life, you need to find a common goal and commit to it.

Again think of your relationships. How did you know you were ready to commit to it? How did you communicate your commitment? Remember – at first you too were strangers – what got you to believe in this "personal team" of yours?

Look at a different "personal team" that you may have, such as one with your children. How do you communicate feelings to them? How do they communicate back to you? Do you "trust" them? Do they trust you? How did you get to that point of mutual trust in your communication?

Now begin to look at your strengths? What are they?

Strengths = We all do work we are proud of. It might be as simple as writing out your thoughts and feelings concisely or maybe it is working in your field for 10 years knowing you are doing it well. But what happens when your team experiences change and you need to help in achieving your goals. How do you compliment each other? Look at my basic job description. A job description is what we all operate under at work. Pretty simple right??!! Then look at what I was really operating under! Now I knew the reason why my stress level was so high! My strength, and yet weakness, was always saying "yes" to a new job duty, and then putting so much work into it, that giving it up was hard to do. But I had a team that had a common goal with me, equally strong work values, that I had to learn to build my team to alleviate some of the job duties that I had taken on.

HSD Job Description

JOB DESCRIPTION

JOB TITLE:	Safety Officer
Division/Department:	Human Services – Administration
Location:	Min No Aya Win Human Services Center
Reports To:	Human Services Director
Probationary Period:	90 days – Full time
FLSA Status:	Non-Exempt (hourly)
Classification:	Non Child-Related NA
Driver's License:	Class D Driver's License required. DOT or FTA ☐ Yes ☒ No

GENERAL SUMMARY:

Responsibilities include ongoing development of environmental and safety guidelines, as well as routine inspection of the facilities to ensure that procedures and regulations are strictly followed. Assisting all facility departments in understanding job hazards and safety precautions is also required.

JOB RESPONSIBILITIES:

- Manage and coordinate all Safety activities. Chair the Safety Committee. Review, revise and report on the Safety Plan as required by policy.
- Serve as a point of contact for all required Safety reports from programs and Human Services Division staff.
- Promote good safety practices and educate employees. Train facility employees in health and safety matters.
- Play a significant role in making sure all employees and patients of HSD facilities remain safe from potentially hazardous conditions. Ensure a safe and healthy work environment.
- Responsible for recognizing safety violations and follow up as needed.
- Publicly address groups of diverse ages and backgrounds.
- Appropriate work attire is required.

- Must attend all mandatory department trainings.
- Displays a responsive and professional manner in promptly responding to all requests, complaints, and problems.
- Recognizes that each employee is a representative of the Fond du Lac Band of Lake Superior Chippewa and is responsible for demonstrating courtesy, respect, and sensitivity to the needs of all others, including visitors and co-workers.
- Represents the Fond du Lac Band of Lake Superior Chippewa and the department in a positive and professional manner in the community.
- Required to maintain proper attendance including reporting to work on time in accordance with applicable policies.
- Maintains a clean and organized work area.
- Due to changes and modifications in the job from time to time, employees are required to be flexible and assume other responsibilities assigned by management as deemed necessary.

JOB QUALIFICATIONS:

- RN, BA/BS in Health Care field is required. A bachelor's degree in public safety management will be considered.
- Two years experience in evaluation, compliance and/or planning is required.
- Experience in occupational or environment health and safety preferred.
- Coursework in emergency management and administrative law would be helpful.
- Computer abilities are required to perform research and easily communicate with other agencies and organizations.
- Public speaking experience is required.
- Ability to communicate effectively orally and in writing is required.
- Ability to work independently and establish priorities is required.
- Attention to detail and accuracy is required.
- Ability to establish professional and harmonious working relationships on all projects and with all parties involved.
- Subject to drug and alcohol testing in accordance with the Fond du Lac Reservation's Personnel Policies.
- Subject to pre-employment and annual background checks.
- Subject to immunization review and submitted proof of required vaccinations.
- Travel is required.

Actual Job Duties (2019)

In House Emergency Management

Emergency Response

Evacuations

Fire Safety

Training

Staff Safety

Exterior/Interior Safety

UPS 800

1st Aid

Ergonomics

Cameras

Patient Safety

Medication Errors

In-House Food Safety

Infection Control

Medical Errors

Additional Public Health Duties

HSD Building Surveys

Reservation Food Surveys (temp/permanent)

Trainings – Food, BBP

Foodborne Illness Investigations

Committees – Safety, Infection Control, Emergency Response, PHEP

These are only a few of the major categories

Actual Job Duties (2019)

Knowledge of:

Non-violent Crisis Intervention Techniques (Train-the-Trainer)

Critical Incident Stress Debriefing

Interim Life Safety Measures

Infection Control Risk Management

NFPA 101 (Life Safety Code)

NEC 72 (National Electrical Code)

Sharps Audit/Safety

OSHA (1910)

Chemical Audit

Various Codes

Active Shooter

Fire

Medical Emergency

Hazmat

Bomb

Code Adam

3. Cooperation

❖ Cooperation is essential in team developing.   You must have cooperation in order to be productive.   The key elements of cooperation are:

<u>Follow-through</u> – Team members have to trust when someone says they'll do it, they will or they will communicate when they are having trouble when reaching the goals of the team.

<u>Accuracy</u> – Team members need to learn that how they do their job affects everyone else. Individual members need to realize that there will be times when they do not know the answer and be able to ask for help.

<u>Creativity</u> – Creativity drives the team.   Everyone has their own unique perspective on their environment.   Teams that harvest this creativity will find that their team has increased productivity and innovation.

<u>Timeliness</u> – Each team member must respect one another's time.   See "Follow-through".

<u>Spirit</u> – A team is a **"family",** even through conflict.   Teams must see through the conflict and personalities and retain that **"family"** spirit (***Rules of Civil Conversation**)

Cooperation
We all like when we have a team that shares in the workload. This is called team cooperation. When a team cooperates together it produces better problem solving skills and outcomes. Teams, working together, will take calculated risks, knowing others are going to be backing them up. This can lead to new innovations, personal growth, increased job satisfaction and reduces stress.

www.therulesofcivilconversation.org or www.schoolofthought.org

4. *Shared Values*

❖ Teams share a set of core values.   It is important to talk about what your core values are for your project.

5. *Conflict Management*

❖ Teams are made of humans – expect conflict just remember differences are okay and what will define you and your team is how conflict is handled.
  ❖ Compromise
  ❖ Co-exist
  ❖ Capitulation (giving in)

Shared Values

Everyone here has a core set of values. What are yours? How many are here to serve their community? To pay the bills? Because you are bored at home? You like the challenge of work? Values do not have to be intrinsic. There can be some that are purely just for you. Looking at your teams, though, that surround you, what values do they have that meet your own and bond you together? What do you share that makes your team stronger?

Conflict Management

Conflict will always happen – it is in any living beings nature. Take a dandelion and how it will overtake the grass; the pines overtake the hardwoods; a stag will fight for a doe. Conflict is NOT bad though how we deal with it can be. There are 3 basic ways that we deal with conflict in our teams.

1. Compromise
2. Capitulation
3. Co-exist

Which one do you think is the best choice?

1. Co-exist is when you cannot agree with another and you just decide that co-existing is a better choice – as long as it is peaceful.
2. Capitulation is surrendering over something that is just not worth the argument. It isn't a "loss" but it is putting the relationship health, the team health, above a petty squabble.
3. **Compromise is the best way to preserve a team relationship. It doesn't mean that you "give in" as both sides need to make concessions. It is a win-win situation for all.**

There are also times, though, that dependent on the matter that co-existing or capitulation are also important in a team. You might agree to co-exist or capitulate when you cannot agree on what color to use for a presentation.

RULES OF CIVIL CONVERSATION

1 I will try to reach a shared understanding rather than 'win the argument'.

2 I will clarify with others to make sure I genuinely understand their perspective.

3 I shall endeavor to avoid committing logical fallacies in support of my claims.

4 I will attempt to account for my own biases and try to be intellectually humble.

5 I will also try to be reasonable, rational, and create coherent arguments.

6 I may challenge ideas, but will refrain from personal attacks and mean-spiritedness.

7 I will use the 'Principle of Charity' to interpret others' points of view in the best light.

8 I promise to remain genuinely receptive to changing my mind.

Using the rules of civil conversation helps set up the groundwork for a good team process.

Team Development – Getting Started

Develop a **"mission statement"** or **"goal"** that will define your team.

- ❖ What is the work you are being brought together for?
- ❖ Why is this work best done as a team?
- ❖ What will be different as a result of working as a team?
- ❖ Working as a team, what will your work create for the organization and yourselves?
- ❖ What will a successful outcome look like?
- ❖ How will you know you have completed the task?

Define **"roles and responsibilities"** of the team.

- ❖ When a team's expectations are clear and members meet (or exceed) expectations, trust and an increased sense of "teamness" are natural by-products.

Team Development – Getting Started

Define **"ground rules"** of the team. Teams need explicit ground rules about how they will work together.

❖ Teams do not need to have a lot of ground rules but they should be shared by everyone and there should be a shared responsibility for ensuring that they are followed.

Define **"decision making"** for the team

❖ Good decisions should be based on two characteristics. Quality and commitment.
  ❖ Quality decisions are logical, supported by sound reasoning, and good information.
  ❖ Commitment is demonstrated by the active backing for the decision by every team member.

Team Development – Getting Started

Practice "communicating" with each other.   Teams need to learn how to communicate with each other.   Everyone has a different way of communicating and getting to know how you communicate with each other will help bring the team together.

❖ Listen respectfully and respond with a positive interest to ideas from team members.

❖ Ask for more information if you do not understand.

❖ Help encourage "half baked" or out-of-the-box ideas.   You never know what you will find there.

❖ Don't hide conflicts; bring up differences and work through them as a team.

See "Rules of Civil Conversations."

For a fun and quick communication style quiz:

https://www.ioaging.org/wp-content/uploads/2015/03/Communication-Quiz.pdf

https://bcpsqc.ca/wp-content/uploads/2020/06/Communication-Styles-Assessment.pdf

https://fogartyfellows.org/wp-content/uploads/2015/01/5DCase.pdf

Back-to-Back Drawings

For: Communication Skills

What you'll need: Paper, pens/markers, printouts of simple line drawings, or basic shapes.

Instructions: Split your group into pairs and have each pair sit back to back. One person gets a picture of a shape or simple image, and the other gets a piece of paper and a pen. The person holding the picture gives verbal instructions to their partner on how to draw the shape or image they've been given (without simply telling them what the shape or image is). After a set amount of time, have each set of partners compare their images and see which team drew the most accurate replica.

QUESTIONS?

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