

Building Championship Teams

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Notes from this breakout session.

Context for Building Championship Teams:

The only failure is the failure to participate. We make mistakes when we participate. We learn from our mistakes. So if we don't make any mistakes, we don't learn!

Sometimes when we make a mistake we block our learning if we place blame or justify. We cannot learn anything from either of these points of view. The point of view that you need in order to learn from your mistakes is that you and you alone are responsible for your learning. Taking responsibility for the results of your actions is key to learning. Your team or group need to agree to work from this point of view.

Content for Building Championship Teams:

1. *Know who's on your team –*

In order to have a championship team, you need to Know Who's on the Team! There are many ways to know Who's on your team. Here's an example.

Imagine that you are on a committee meeting that involves making a decision about remodeling your school. From these four areas, what would you consider the most important aspect to consider first?

- How others feel about the situation?
- What the plans should look like and how much it would cost?
- What is the most efficient and quick way to accomplish the task?
- Looking at new and better possibilities for the situation altogether.

Share which item you would choose to do first and why. Have each team member do the same.

Some other possible things to consider finding out about who's on your team might be:

- What they do for fun.
- What their dreams are.
- What gives them energy and happiness.
- What challenges them.

2. Build Trust – Before you can really know who's on your team you need to build trust. One way to build trust is to form a Code of Honor.

a. Forming A Code of Honor:

You have written operational standards or policies for your school or team, but do you have written behavioral standards or policies for how you treat each other?

Purpose of a Code of Honor: To create a framework ahead of time for how team members will treat each other in good times and in bad times.

Some steps in forming a Code of Honor:

- Should be formed in a calm or sane timeframe – NEVER during an upset.
- Must be based upon specific concerns or problems unique to your team.
- ***Important: Each standard must be created by the team itself!***
- **Important rule: Each standard must be created by the team itself and everyone must agree!** It is imperative that honesty be valued and no one is penalized for being so.
- Should not be longer than 10 items or so. Less is better if possible.

b. Team Polices the Code of Honor:

Now, let's say we have agreed in our Code of Honor to be on time to staff meetings.

So your team is rolling along and the first meeting comes up and John Henry is 2 minutes late.

Did he break the agreement? YES

Now, what do you do?

If John Henry gets away with it, everyone does what Blair Singer, a sales trainer, calls "Stamp Collecting" and they collect one stamp. John Henry continues to be 2 minutes late time after time and no one says anything to John. Each time the other team members collect a "stamp".

Then, one morning you have a morning from hell. Everything is going wrong and you think, "I have busted my behind to get to the meetings on time every time so far. John Henry has been 2 minutes late every time and no one seemed to care. It won't matter if I am a little late this time."

At that point, you have cashed in your "stamps" and the team begins to fall apart at the seams.

In order to stop this from happening, your Code of Honor must be *policed by the team itself*. In other words, if a standard is breached any or all team members are obligated to "call it". If this does not happen, and in most organizations it never does, no one takes the team seriously and in a short period of time things become worse than if there were no agreements because everyone senses the lack of commitment. Does that make sense?

If the Code of Honor is left for the supervisor to police, there is no team, only employees.

This creation, policing and acknowledging is critical to instilling personal responsibility that is so crucial to peak performance.

What if the supervisor breaks a Code of Honor? Everyone does now and then because we are all human. The team is obligated to call you on it.

The best thing to do when we find we have violated an agreement is to openly admit the mistake, apologize and ask what we can do to make it right to our team members.

NOTE: The fear of public humiliation is greater than the fear of death for most people. When you call someone on their behavior, do it at an appropriate time and place and in a way

that does not humiliate them. Target the behavior, not the person when calling.

EXAMPLE: John, isn't this negative talking about someone else something we agreed to not do?

Or

John, I noticed you were 2 minutes late today. Is there something I can do to help you keep the agreement to be on time?

3. Getting Cooperation –

Here are three specific things you can do to get cooperation from others.

1) Frequency of interaction. #1 thing to do.

You cannot build trust if there is little to no interaction with your team. Conference calls or internet meetings can be used for those who have teams that are long distances apart. The more often you interact, the easier it will be to build trust.

2) WIFM&U. Brightness of the future.

WIFM&U = What's in it For ME & You. Your team members need to know how being a team member with you will benefit them and you. If there is no benefit or brightness of the future, there will be no incentive or reason for them to team with you.

3) Purposely making agreements and keeping them.

This is a way you can build confidence in a team member. Let's say Sally's Aunt Jane has gotten sick. If you want to purposely make an agreement with her you might say " Hey, Sally. I'm really sorry about your Aunt Jane. I will call you on Tuesday evening to see if she got out of the hospital as expect." THEN KEEP YOUR AGREEMENT!

Bibliography

The Bible First! Biblical principles must always take precedence when working with people. The golden rule applied properly is imperative.

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