

Welcome to the 2023 FRPA Conference!



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Something
Horrible is
Impacting the
Team!



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It can happen to anyone



Insights

Interpersonal relationships can be your team's greatest asset or challenge.

Dysfunction within a team can happen quickly, early signs can be subtle, but the ramifications are long lasting.

Management and resolution of conflict requires commitment, vulnerability, and honesty.

How to approach conflict management openly and effectively to unlock you and your team's potential.



Be Honest

*81% of American Workers "I prefer a genuine and honest communication over 'therapy speak' at work."

*79% of American Workers "Communication at work heavily affects how I feel about my job."

Employees tune out when they detect "therapy speak," viewing these catchphrases as disingenuous statements. Most popular phrases include:

"your feedback is important to us," "we're all in this together," and "we understand that this may be challenging." Four in 10 (45%) do not believe statements such as "we're like family" or "this is a growth opportunity"

*Statistics provided from: from May 2023 Harris Poll: Work & Job Survey: Therapy Speech at Work



LEARNING OBJECTIVES

1. Identify personal skills to handle inevitable conflict in a productive way
2. Recognize the substantial impact of conflicts on team integration and effectiveness
3. Outline obtainable leadership tools that encourage a positive environment with constructive professional interactions



First, look within...



Developing Personal Skills

Why?

- Improve relationships
- Increase job satisfaction
- Increase productivity
- Acquire new skills
- Develop professional relationships



Developing Personal Skills

How?

- Active self-exploration
- Know your strengths and weaknesses
- Be vulnerable and available
- Learning processes from beginning to end, beyond your area of responsibilities
- Your responsibility
- Be a resource



You ... and your TEAM

- Understand and appreciate others responsibilities
- Understand the impact of your role within the larger project, team and organization
- Look for improvements for all, search for cause/not symptom or blame
- Efficiency is contagious, share your tools
- Don't take it personally, they are not you, nor should they be
- Micromanaging your peers ... not!!!



Developing Personal Skills

Tools

- Active listening* (60/40)
- Self assessments
- Feedback emails
- Personality tests
- Efficiency tools (help others help you!)
- Edit yourself



Developing Leadership Skills

Why?

- Increase job satisfaction
- Positive work environment increases collaboration and productivity
- Solution oriented teams
- Build networking opportunities
- Improve relationships



Positive teams get the job done!



Developing Leadership Skills

How?

- Know your team (team assessments)
- Lead by example
- Set clear expectations
- Be fair and honest
- You are not perfect (that is ok!!)
- Demonstrate true and sincere staff appreciation
- You are human too, recognize your own state of mind before team interactions



Red Flags



- Don't take it personally
- Patience – no short-term solution
- Team meetings - Set goals and expectations - Celebrate successes
- Be organized and agenda driven in meetings
- Managing workflow and deadlines, hold staff accountable
- Training and follow up (documentation)
- Corrective action - No surprises – discipline is a tool for improvement
- Remain calm, pause or end meetings which are no longer productive
- Shift A vs. shift B – don't agree or validate wrong perceptions, no sides
- Resetting and rebuilding takes time, job still needs to get done, accountability.



Yellow Flag



- Active participant
- Management style (equal is not always fair)
- Communication styles
- Flexibility
- Team meetings and communication
- Goal setting – process development
- Training and development
- Evaluations (2-way communication) – opportunities for development and improvement
- Review processes
- Address conflict and provide tools for self management



Dream Team



- Active participant
- Foster Relationships and collaboration
- Team goals
- Empower and Inspire
- Let them shine
- Lead by example
- Create culture, move forward, present challenges
- Give them the tools



Conflict Resolution Strategy

- Clarify – that means talk to the person!
 - When?
 - Where?
 - How?
- Actively listening
 - Empathy
 - No argument in your own head
- Investigate (as appropriate)
- Determine solution and action items for each party
- Follow up

Resources

Personality test:

<https://www.16personalities.com/free-personality-test>

Communication style quiz:

<https://www.leadershipia.com/blogs/leadershipia/39841409-quiz-whats-your-communication-style>

Communication Style Assessment:

<https://des.wa.gov/sites/default/files/2022-06/ColorsPreferredCommunicationStyleAssessment.pdf>

These are tools, NOT DIAGNOSIS!

Thank You!

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FRPA For more information about the
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FLORIDA RECREATION visit frpa.org
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First Look within ...

What are my strengths?

- 1- _____
- 2- _____
- 3- _____
- 4- _____
- 5- _____

What areas can I improve upon?

- 1- _____
- 2- _____
- 3- _____

As a team member ...

What positive contribution do I bring to my team?

- 1- _____
- 2- _____
- 3- _____

What gaps in knowledge or skill have I observed in my team?

- 1- _____
- 2- _____
- 3- _____

How can I help fill in a gap?

As a leader ...

How do I actively contribute to the culture building within my team?

- 1- _____
- 2- _____
- 3- _____

Which resources can I use more effectively?

- 1- _____
- 2- _____
- 3- _____

What expectations have I set for my team (clear, achievable, accountable)?

My journey continues ...

Which skills do I plan on working on for future conflict management and resolution?

- 1- _____
- 2- _____
- 3- _____

Which resources do I plan on using?

- 4- _____
- 5- _____
- 6- _____

Who will hold me accountable?
