



# Poking the Bear

Finding the soft spots of your team and making them stronger

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- Gossip - Bullying
- Duplicity
- Cliques
- Unresolved Conflict
- Tattling
- Mean girls/guys
- \_\_\_\_\_



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- Anger
- Over reaction
- Dishonesty
- Mistrust
- Too much intrigue
- Daily crisis
- \_\_\_\_\_



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- Lack of Creativity
- No enthusiasm
- \_\_\_\_\_
- No laughter
- No excitement
- Cutting edge of nothing
- No "FUN" in dysfunctional
- No motion to go through

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- ❑ Missing Deadlines
- ❑ Lack of Communication
- ❑ Delayed decisions
- ❑ \_\_\_\_\_
- ❑ Finger pointing
- ❑ No one is assuming responsibility
- ❑ Confusion rules the day



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- ❑ Can't keep good people
  - ❑ Can't recruit good people
- ❑ **Constant** Mistakes are norm, expected and tolerated
- ❑ Things fall through the cracks
- ❑ Confidentiality is lacking



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- Too comfortable
- Group think
- No one challenges
- No new ideas
- \_\_\_\_\_
- No one is bringing you problems

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generally refers to an extraordinary ability to **sense** imminent danger, kind of 'sixth **sense**'



You just know

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Some of this rings true...  
now what?

**Time for change:**

Easy – no

Doable – yes – but how?

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**Change Management:**

o a systematic approach that includes dealing with the transition or transformation of organizational goals, core values, processes or technologies

- o \_\_\_\_\_
- o \_\_\_\_\_
- o \_\_\_\_\_

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## THE FISH STINKS FROM THE HEAD:

You may not be the cause of the issues, but you must be the leader and effect the changes needed

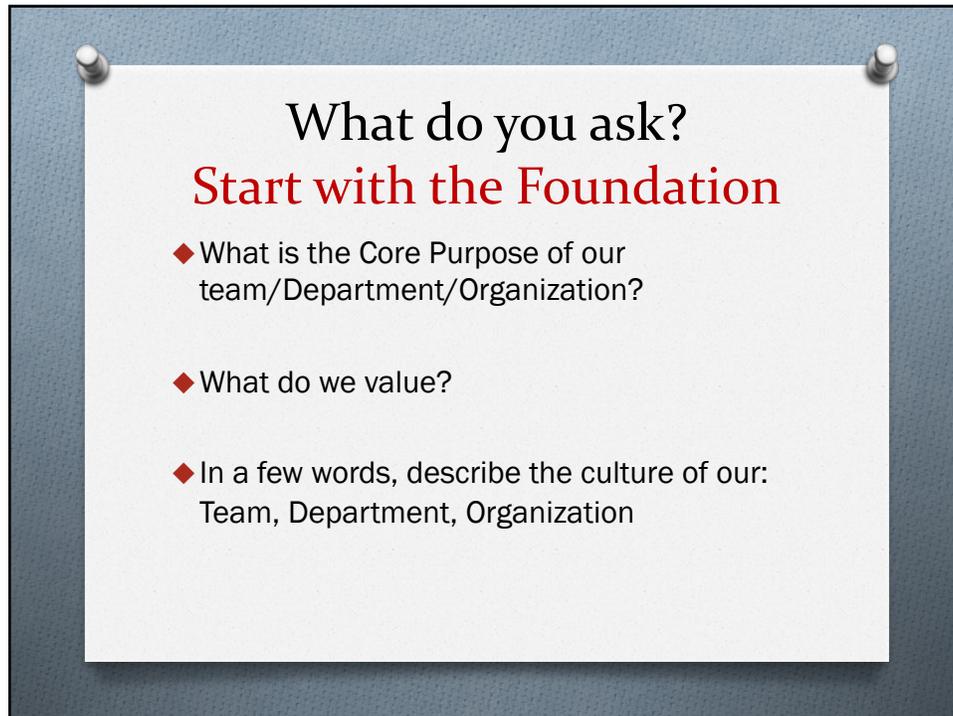
### YOU MUST KNOW

do you have the right people, doing the right things, at the right time for the right reasons

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- o Step 1: Ask yourself – do I want to know?
  - o Step 2: Ask yourself – do I own some of this?
  - o Step 3: Ask your team – what do they want you to know?
  - o Step 4: Do Something! **Don't Ask if you won't Do**

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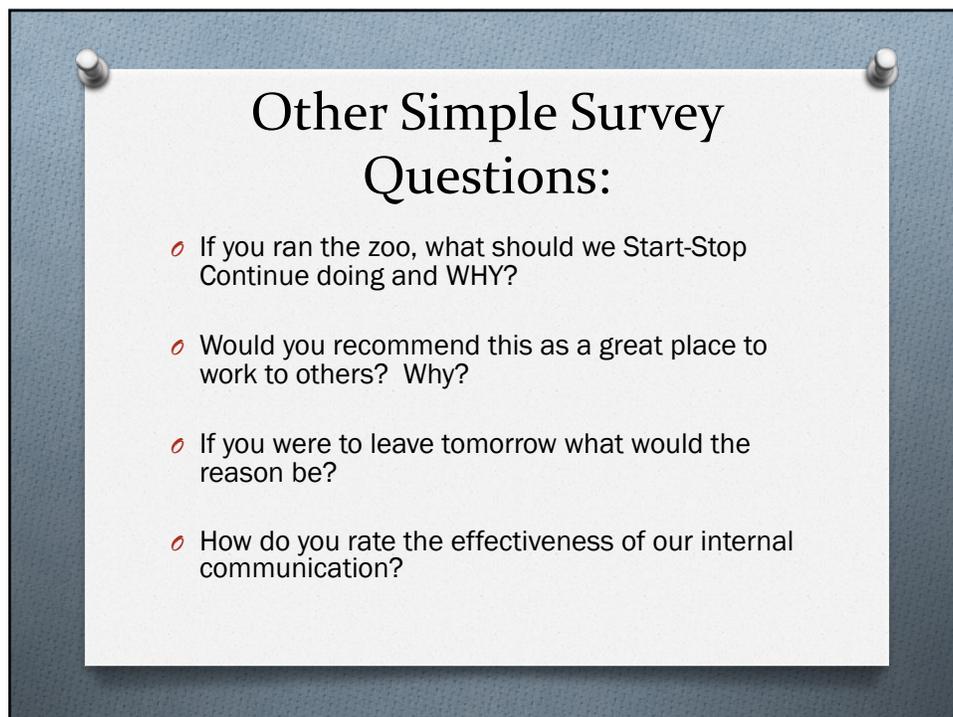


## What do you ask?

### Start with the Foundation

- ◆ What is the Core Purpose of our team/Department/Organization?
- ◆ What do we value?
- ◆ In a few words, describe the culture of our: Team, Department, Organization

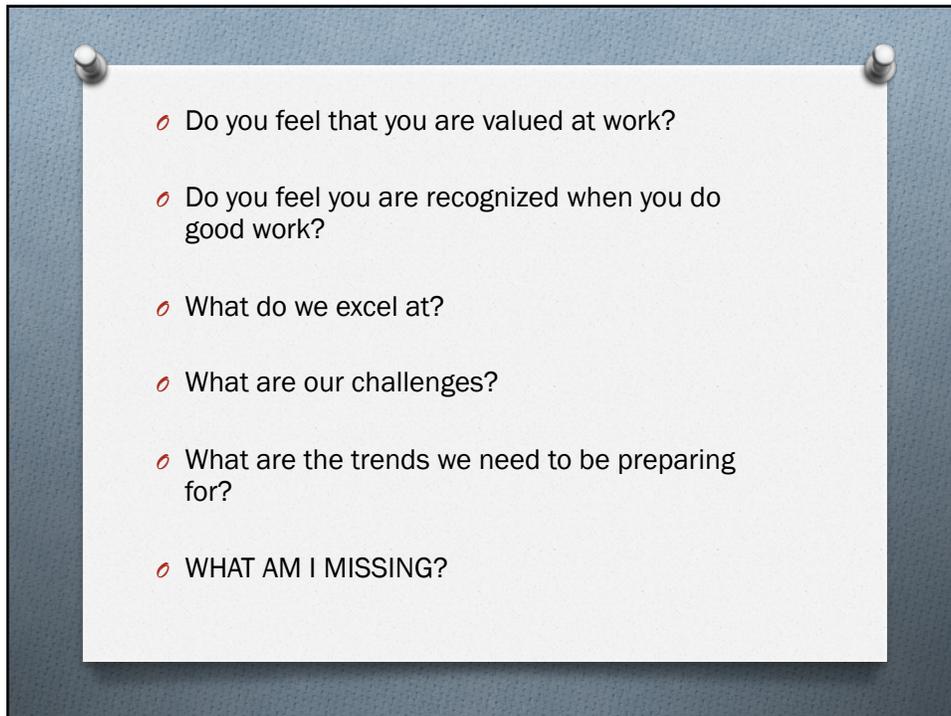
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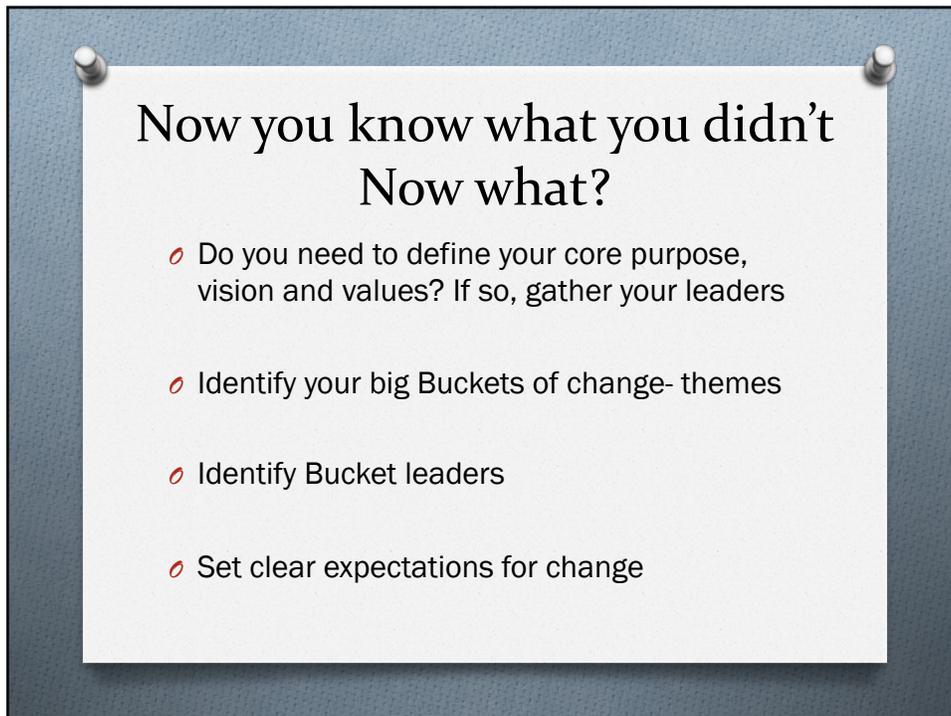
## Other Simple Survey Questions:

- If you ran the zoo, what should we Start-Stop Continue doing and WHY?
- Would you recommend this as a great place to work to others? Why?
- If you were to leave tomorrow what would the reason be?
- How do you rate the effectiveness of our internal communication?

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## Then What?

- o Gather the troops- tell them what you learned
- o Engage all who are interested in changing the system-people-strategy
- o Have your Bucket teams look at Now-Soon-Later
- o Manage expectations – turning a ship not a sabot

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## What is your foundation for success?

- o Clear goals and expectations
- o Clear mission, vision and values – inside out
- o Clear establishment of hard no's
- o Establish a positive culture
- o \_\_\_\_\_

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## Positive Culture is When the Team Feels:

- Valued
- Needed
- Recognized
- Safe
- Held Accountable
- Challenged
- Fruit salad is celebrated

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## Tools

- Team Effectiveness Surveys
- DISC
- Myers Briggs
- So many others – the internet is full of them!

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