



WELCOME! CONFERENCE REMINDERS

- CEU attendance will be taken by the collection of Evaluations at the end of class. You **MUST** fill out an evaluation if you would like CEU credit
- The Evaluations help FRPA gather feedback for speakers and future education. Everyone is encouraged to complete one.
- Please leave seating in all classrooms and General Sessions as it is upon entry as these are in place per safety protocols.
- Follow current Conference mask, safety, and physical distance protocols at all times.
- Keep your personal pen handy to cut down on sharing writing devices (and germs!).
- Respect the comfort of others by judging your interactions based on what color wristband they have chosen.



**Dream Team
OR
Dysfunctional Disaster?**

**Welcome to the 2021
FRPA Conference!
August 30 - September 2**



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Learning objectives

1. Identify the layers of dysfunction that can exist within teams & the disastrous results that can occur within the organization.
2. Describe the elements of team dynamics that build & sustain a healthy team.
3. Change requires looking inward & outward. Create a plan of action to help your team thrive by first looking at how YOU can be part of the solution.



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Your Team

What teams are you part of?

- Family
- Agency
- Department
- Immediate “group”
- Other?

Your Team-Work

- Who is on your team?
- How would you describe your team?
- What is good?
- What could be better?

The 5 Dysfunctions of a Team-Pat Lencioni



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#1 Dysfunction: Absence of Trust

Trust is the foundation of teamwork

- Without trust
 - Fail to understand
 - Fail to open up
 - Hold back & hide
 - Fail to admit mistakes, weaknesses & concerns
 - Fear of debate

Vulnerability builds trust

Teams without Trust

- Weaknesses & mistakes hidden
- Avoid constructive feedback
- Hesitate to ask for help
- Jump to conclusions
- Unable to recognize talents & gifts
- Unmanaged behavior

What destroys trust?

When Trust Exists in Teams

- Readily admit mistakes
- Ask for & accept help
- Ask for input & offer feedback
- Appreciate skills of team members
- Avoid politics
- Offer & accept apologies
- Looking forward to achieving together

#2 Dysfunction: Fear of Conflict

- Fear of debate
- Artificial harmony (fake)
- Politics thrive
- Poor relationships
- No trust so fear of “rocking the boat”
- Choose artificial peace over conflict
- Feels defeating

Fearing vs. Embracing Conflict

Fear Conflict	Embrace Conflict
Meetings: pointless & boring	Lively, interesting & productive
Backstabbing environment	Mutual respect
Politics is growing & flourishing	Minimal politics
Avoid controversial topics	Critical topics discussed & solved
Ignore different perspectives	Healthy debate alive & thriving

#3 Dysfunction: Lack of Commitment

When Teams Commit

- Team members are heard & options hashed out
- Decision made & everyone gets on board
- Actions agreed upon & supported

Important Considerations:

- Don't need 100% agreement to move forward
- Ambiguity kills progress

Failure to Commit

- No direction or priority
- Unnecessary delays
- Lost opportunities
- Little confidence
- Fear of failure
- No resolutions
- Act out of desperation

#4 Dysfunction:

Avoidance of Accountability



Without accountability, low standards become the norm



Great teams hold each other accountable for high performance & behavior standards



Peer pressure to perform



Great teams call each other out

“To be or not to be” Accountable

Not Accountable	Accountable
Resentment builds	Teams performs for the team
Mediocrity is encouraged	Identifies & resolves problems
Missed deadlines	Respect for team members
Pressure on leaders to enforce accountability	Little bureaucracy & corrective action needed

#5 Dysfunction: Inattention to Results

Without defined results, status & ego trump

Defined goals & defined results

- What is the mission?
- How do we define success?
- What is our roadmap to get there?
- How will we refine as we go/What obstacles will we face?

Why does our team exist? What are we here to accomplish?

A team without purpose & goals is just a group

Are we Results Oriented?

Teams focused on collective results	Teams not focused on results
Enjoy success	Stagnate & fail to grow
Rewards based on results	Rarely beat competition
Retain high achieving employees	Lose achievement oriented employees
"No one left behind"	Everyone out for themselves
Rarely distracted & hyper focused	Easily distracted

Appreciation at Work

- *5 Love Languages* (Gary Chapman)
- *Appreciation at Work* (Chapman & White) is an extension of the love languages
- Words of Affirmation
- Quality Time
- Acts of Service
- Tangible Gifts
- Physical Touch *

References

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