

Building Teams by Tapping into Motivation!

Teams are successful when each member recognizes, appreciates, and taps each and every team member's strengths. **Teams are at their best when they use the team's diversity of strengths as a resource for goal achievement. This team building session will provide your teams with the foundation to do both.**

The Strength Deployment Inventory is an instrument that examines **personal and team motivation when things are going well and during times of conflict or stress.** Recognizing what "motivational language" someone is speaking will greatly enhance team members' ability to communicate more effectively and handle stressful situations more productively. It becomes easier to "relate" to a person's actions when we understand what drives them from within.

Interpersonal relationship skills help us understand that the way we see things may differ from how other people see things. The awareness of self and others gained from this tool and training helps everyone make better choices in all relationships -- be they between team members, as a leader to staff, or staff to customer interaction. The goals are to **improve interpersonal relationships and manage conflict more effectively.**

The session begins with **individual completion of the instrument, identification of both "good time" and "bad time" motivations, and a discussion of the major motivations.** The group is then divided by **motivational types for small group discussions and sharing of learning with the full group** on how they are motivated and what they want from others to be successful.

One of the learning highlights is the "living triangle" where individual motivations are "plotted" in a triangle in the instrument. After the variety of motivations are presented and people's motivation have been plotted, everyone then stands in a very large masking tape triangle on the floor and gets to *see* the team's motivations and discuss **what this motivational triangle means for their team and the organization.** It is a powerful visual message that is remembered for a very long time.

Next, there is an examination of what it means for **people who are motivated differently to work together and how to use this diversity of preferences to make an even stronger team.** There is also a presentation of individuals' "conflict sequence" and

how to reduce potential conflicts. The session ends with team action planning on how to use this learning to strengthen relationships communicate more effectively, and improve team and organizational performance.

Case Study: Team Building in Action!

Indiana's Region 10 is implementing a team-based model for integrated service delivery in One-Stop Centers.

With three front-line service teams supported by Team Leaders, the local Leadership Team asked Kip Stottlemeyer to facilitate **“Build Teams by Tapping Into Motivation”** for their teams. These team-building sessions resulted in:

- Improved organizational **communication** by better responding to the **motivations of staff**
- Enhanced **customer service and marketing** strategies for even better service by tapping into the **motivations of customers**
- Shared understanding of how **performance outcomes** are everyone's job (from the front door through job placement) by tapping into the **motivations of the team**

Learn more about Indiana Region 10's positive, tangible results by contacting Ron McKulick at rm@wda-inc.org.

Whether you want to strengthen your existing teams or initiate a new team-driven approach to doing business,

Kip Stottlemeyer wants to help you:

- Capture the learning of **what makes teams work** (and the most common mistakes to avoid)
- **Improve working relationships** among team members and tap the strengths of each individual on the team for collective synergy
- Develop **tangible, doable action plans** to accomplish your team and organizational goals

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