



Welcome

Minnesota WIC Program
Participant-Centered Webinar Series

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Guidelines

- ▲ Phones on mute
- ▲ Raise hands
- ▲ Chat box



The Plan

- ▲ **Topic area:** Building a Successful Team
- ▲ **Survey:** Sharing best practices, tips, strategies
- ▲ **Key concepts:**
 - Leadership
 - Creating a vision
 - Empowering team members
 - Team building


What Makes a Team Successful?

- ▲ Positive communication
- ▲ Open dialogue
- ▲ Collaboration and cooperation
- ▲ An environment of learning and risk-taking
- ▲ Strong leadership
- ▲ Empowered staff members



Common Challenges for Successful Teams

- ▲ Personalities
- ▲ Miscommunication
- ▲ Differences in vision
- ▲ Establishing buy-in
- ▲ Time

In PCS Leadership...

Attitude Matters



“People don’t wear signs announcing what they need – quite the opposite. The chronic complainer may actually be afraid of losing his job; his need is for security. The outspoken critic of new ideas may feel left out; her need is for nurturing.”

- Deepak Chopra




Characteristics of Effective Team Leaders


- ▲ Flexible
- ▲ Authentic
- ▲ Trust
- ▲ Positive
- ▲ Communication skills
- ▲ Patient
- ▲ Inclusive




A Shared Vision to Drive Actions




In order to carry a positive action we must develop here a positive vision.



Involve the Team in the Vision

“Gather input from all on a vision and when developing related activities. Being deliberate to establish clear goals and expect contributions from all the team.”



Creating a Shared Vision

- ▲ Is the vision clear?
- ▲ Is the vision verbalized (often)?
- ▲ Is the vision reinforced with actions?
- ▲ Is the messaging consistent?

Empowering Team Members



Setting Expectations for Performance

"Be as transparent as possible with expectations for performance."

- ▲ Setting expectations:
 - Plan expectations
 - State them clearly
 - Repeat them frequently
 - Focus on outcomes vs. process
 - Give and receive feedback

Evoking Individual Strengths

- ▲ I believe in giving small additional responsibilities/roles to staff which makes them feel a part of the team.
- ▲ Be knowledgeable on individuals strengths; acknowledge and respect them.
- ▲ See the strengths in each staff member. Include staff members, get input from them.
- ▲ Need to continuously build teams and cultivate leaders within the team.

The Power of Affirmation

The deepest principle of human nature is the craving to be appreciated. ~ William James

Affirmations

...affirmation consists of the **overall view we take of others**. We search for what is right rather than what is wrong. We notice efforts being made, even if small. This encourages more small steps that lead to real changes. When we tune into strengths this person has, we support them and their confidence on this journey toward health.

- Molly Kellogg

Encouraging Self-Affirmations



In an affirmative spirit you also **support others to affirm themselves** especially if they don't do it easily. Reflecting efforts and strengths as you notice them encourages them to notice them too and to voice more of them.

Strong Teams

- ▲ Focus on the why: clarity of purpose
- ▲ Share resources: physical and emotional
- ▲ Communicate effectively
- ▲ Well defined goals

Strategies for Team Building

- ▲ Staff Meetings
- ▲ Discussing participant situations / brainstorming
- ▲ Facilitated discussions
- ▲ Team building days
- ▲ Annual retreats
- ▲ Involve staff members in agency improvements

The Importance of Face Time - Leaders

- ▲ Be "hands-on"-ready to jump in, respond to emails, phone calls as quick as possible.
- ▲ I believe it's important to be present in clinic and see first hand what is going on. This also allows for frequent personal check-ins with staff and shows you care.
- ▲ Being available (physically and virtually) and approachable.
- ▲ They themselves need to stay current in DOING WIC; they need to do check-ins (no emails) of how things are going with employees.

Importance of Face Time - Teams

"Hold regular meetings where you facilitate open communicate in an environment that is safe to share in a respectful way."

- ▲ When do meetings occur?
- ▲ What is the content?
- ▲ Who is doing the talking?
- ▲ Annual events?

Engaging Staff in Agency Improvements

- ▲ Work with your team, have meetings, get opinions from all staff about changes.
- ▲ Be willing to try different processes / ideas brought up by staff.
- ▲ We have used the reflective tools to talk about what they like or would change about the way we hold WIC clinic.

Providing Training / Mentoring

- ▲ Environment of growth and learning
 - "Be excited about the new tools, present a new tool for all to try for the month so staff can feel comfortable in using it. Encouraging sharing stories of success and frustrations."
- ▲ How and when do staff receive training?
 - Formal / Informal
- ▲ Do staff receive mentoring?

Team Building Activities

- ▲ Shared experiences
- ▲ Facilitated discussions
- ▲ Videos / Ice breakers
- ▲ Team building activities
 - Example: rules of interaction

Sample of Rules of Interaction

- ▲ I pledge to:
 - Communicate with each other in a positive way
 - Show understanding, empathy and compassion
 - Be consistent and accountable
 - Everyone gets a say; everyone is heard
 - Help each other grow and learn from one another
 - Be open to new ideas and respect everyone's opinion
 - Work as a team and support each other
 - Interact respectfully with one another in front of participants
 - Encourage and trust in one another
 - Be proactive, not reactive

Sample of Rules of Interaction

- ▲ Ground Rules for WIC Meetings
 - We must work together, not in opposition.
 - No blaming. No "we", "they", "you".
 - Be proactive, not reactive.
 - Accept responsibility.
 - We will look for solutions, not problems.
 - Task-oriented behavior, rather than self-oriented behavior.
 - Avoid "air time" not related to task or process.
 - Avoid other "agendas".
 - Work for a "working consensus", one everyone can live with.
 - Everyone gets a say; everyone is heard.

Leadership/Team Building Books

- ▲ The Speed of Trust – Stephen Covey
- ▲ The Energy Bus – Jon Gordon
- ▲ The Soul of Leadership - Deepak Chopra
- ▲ The 7 habits of Highly Effective People – Stephen R. Covey
- ▲ The One Minute Manager – Ken Blanchard
- ▲ Switch – How to Change Things When Change is Hard – Chip Heath and Don Heath
- ▲ Drive: The Surprising Story about what Motivates us – Daniel H. Pink.
- ▲ Developing the Leader within You – John C. Maxwell

Leading Successful Teams

- ▲ Share a vision to guide and inspire others
- ▲ Act as a role model
- ▲ Focus on the potential for growth in everyone
- ▲ Empower others
- ▲ Focus on the strengths
- ▲ Set time aside for brainstorming sessions
- ▲ Record goals and progress
- ▲ Celebrate success and growth



***“If your actions
inspire people to
dream more,
learn more, do
more and become
more, then you
are a leader”***

- John Quincy Adams