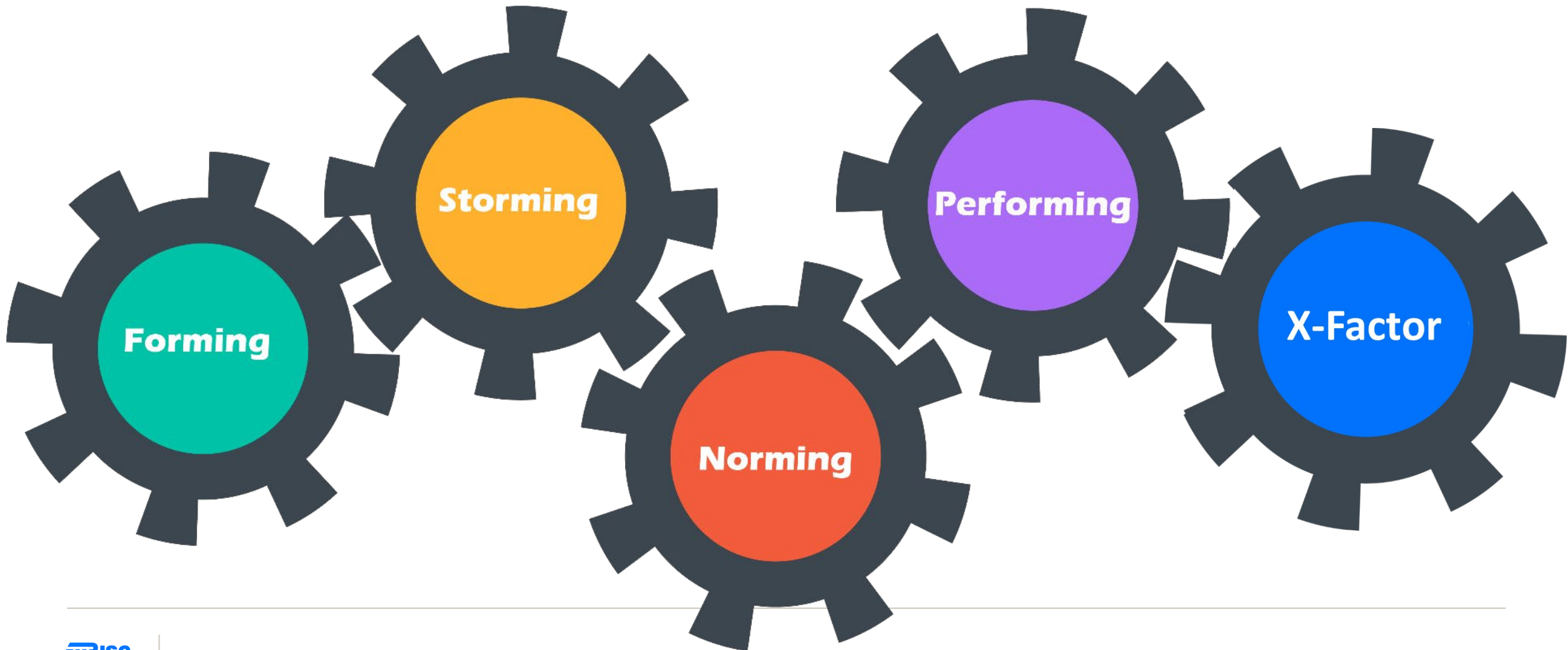What happens when we don't work together?

Stages of Team Development

- Forming

- Storming

- Norming

- Performing

Stages of Team Development

Teambuilding is essential

Six Factors for Team Effectiveness

1. Reinforce a shared purpose

2. Role clarity

3. Promote enabling processes

4. Psychological safety

5. Encourage collaborative spirit

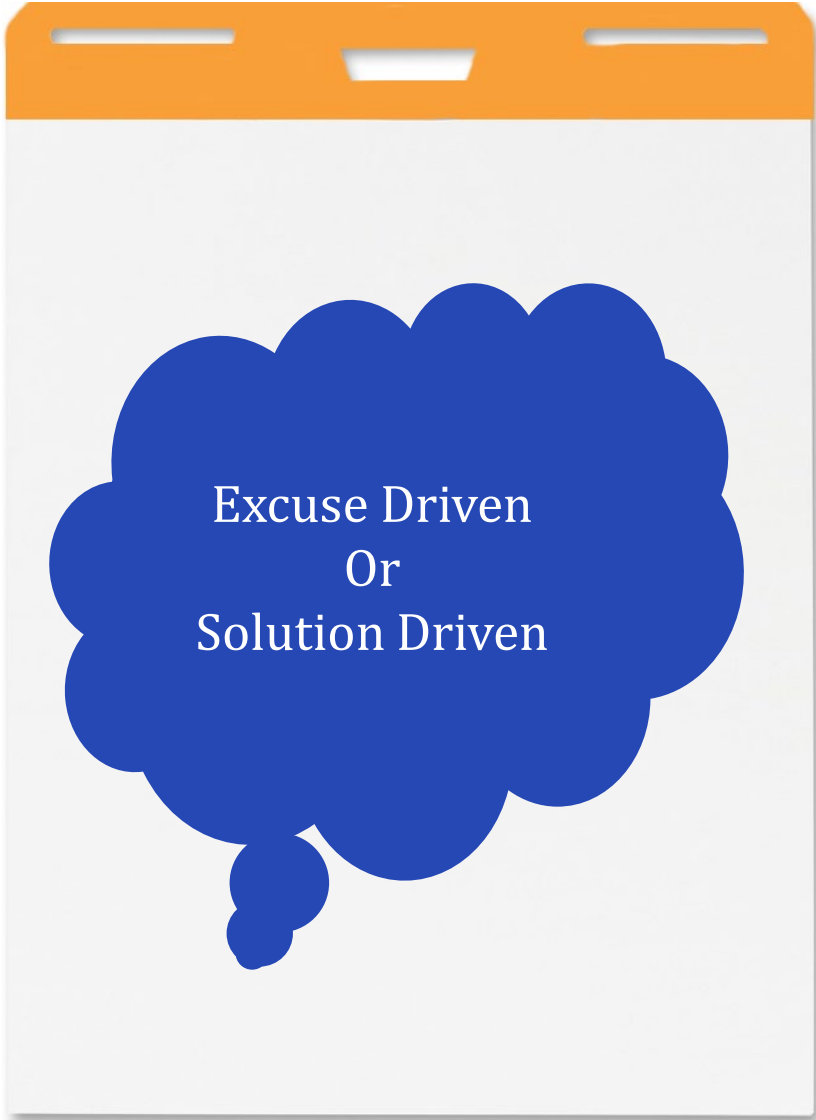6. Foster growth

Groups **vs** Teams

Groups vs Teams

Excuse Driven
Or
Solution Driven

- Problem – without leadership, direction, goals, groups become unmanageable and unproductive

- Brainstorm: Think back to groups you've been involved with that were not enjoyable experiences. What made those groups not fun to participate in?

Groups vs Teams

WIIFM

VS

NIMBY

- Groups with a common purpose and values that are understood by all the members

- Brainstorm: What skills and tools do you bring to make a team successful?

Secret Ingredient

Trust

**Is a key ingredient for a
high-performing treatment court**

How do we build trust?

Five Elements of Trust

T ransparent

R espect

U nite

S how

T rust-building activities

Create Open Communication Channels

- Barriers to learning is usually a result of miscommunication

- Training should be a two-way conversation, not a lecture

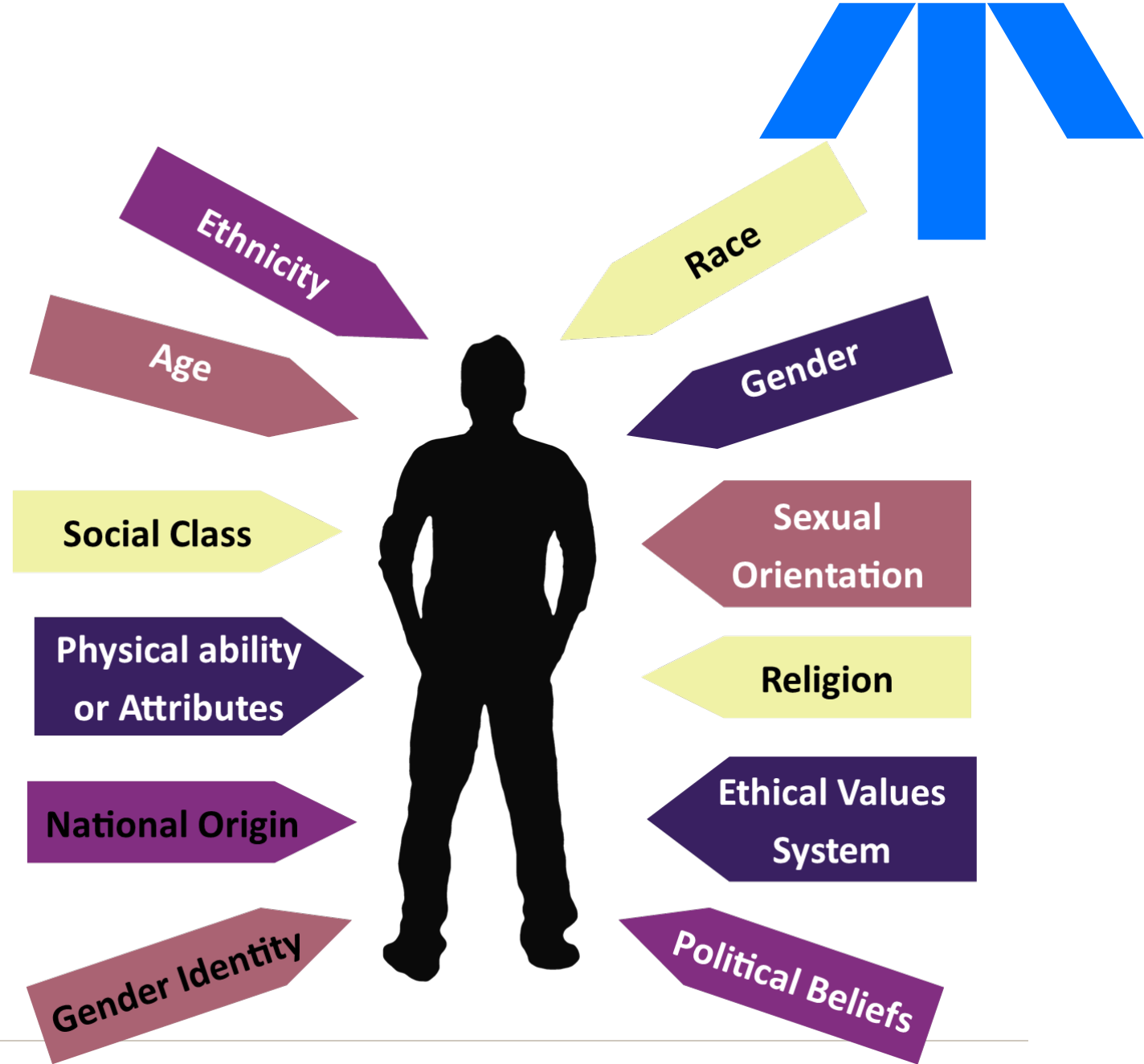- Provide opportunities for the learner to ask questions?

Building Credibility

- Your credibility is based on the audience's belief that they can learn something from you

- Trust

- Competence

- Dynamism

- Authenticity

Diversity is a Fact

- Diversity is the range of human differences

- Inclusion is an act and takes practice

- Equity is the goal

Ethnicity

Race

Age

Gender

Social Class

Sexual Orientation

Physical ability or Attributes

Religion

National Origin

Ethical Values System

Gender Identity

Political Beliefs

Provide Structure to the Discussion

FOCUS ON BUILDING

- Decide on a process for the discussion
  - Where will the discussion take place
  - Agenda
  - What are the key points to address
  - What is the goal of the discussion

AIRise
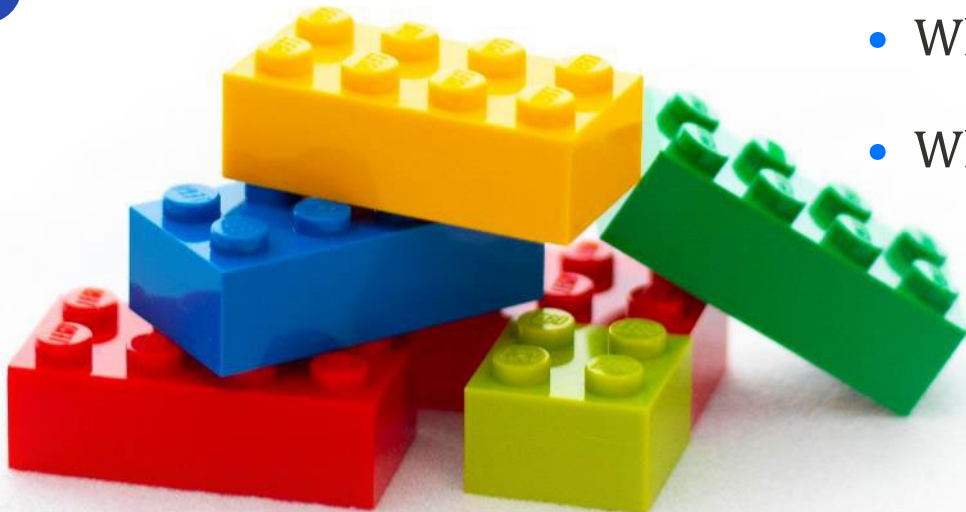
Why Does Conflict Occur?

- Lack of communication

- A value conflict

- Lack of effective leadership or decision-making

- Discrepancies in role expectations

- Low productivity

- Unresolved prior conflict

Results of Conflict Resolution

Successful

- Better ideas are produced
- Forced to search for new approaches
- Old problems surface and addressed
- Forced to clarify their views
- Tension stimulates interest and creativity
- People have a chance to test their capabilities

Unsuccessful

- People feel defeated and humiliated
- The distance between the parties increases instead of decreasing
- A climate of distrust develops
- Cooperation may decrease
- Resistance develops when teamwork is needed

Dealing with Conflict

Avoidance

- Not satisfying - leave uncertainty about dealing with the same situation in the future.

Diffusion

- Delaying actions in an attempt to cool the situation.

Confrontation

- Addressing conflicting issues or persons.

Dealing with Conflict

Arbitration
- Both sides in stalemate, third party decides the issue.

Voting
- Majority rules

Compromise
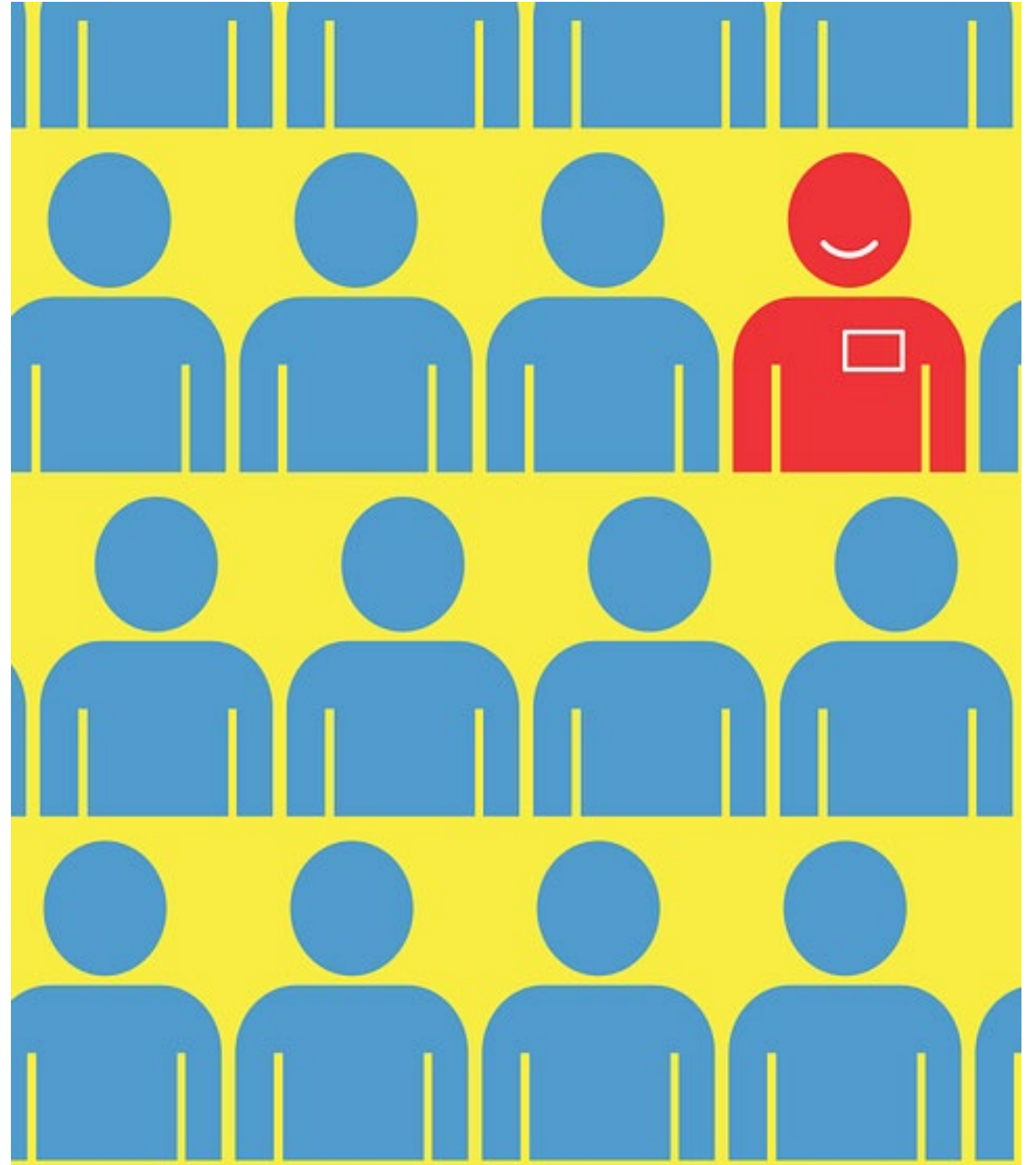- Negotiation and bargaining to reach a satisfactory agreement

Consensus
- Brings all parties in the conflict to a mutually satisfying resolution

Treatment Courts and the Change Process

The "20-50-30 Rule"

- *20% of people* - are change friendly; clear advocates; willing to embrace change and drive the program

- *50% of people* - sit on the fence; neutral; figuring out which way to go

- *30% of people* - resist; antagonistic toward change; might try to make it fail

Changes and Transitions are Linked

- Changes – are situational

- Transitions – are psychological/emotional changes of team members

Tools for Change

What tools do you currently use to instill change in your own life?

What tools do you currently use to instill change in your treatment court?

THANK YOU!

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