



BUILDING RESILIENT TEAMS

Kathy Parry
Corporate Energy Expert

**What Does Your
Team
Look Like?**



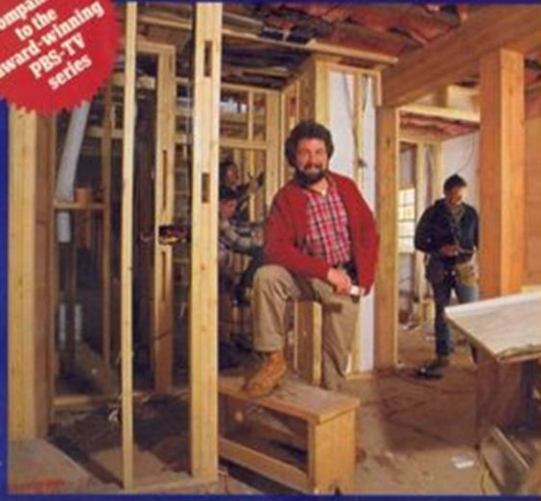
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Bob Vila's This Old House

Companion
to the
award-winning
PBS-TV
series

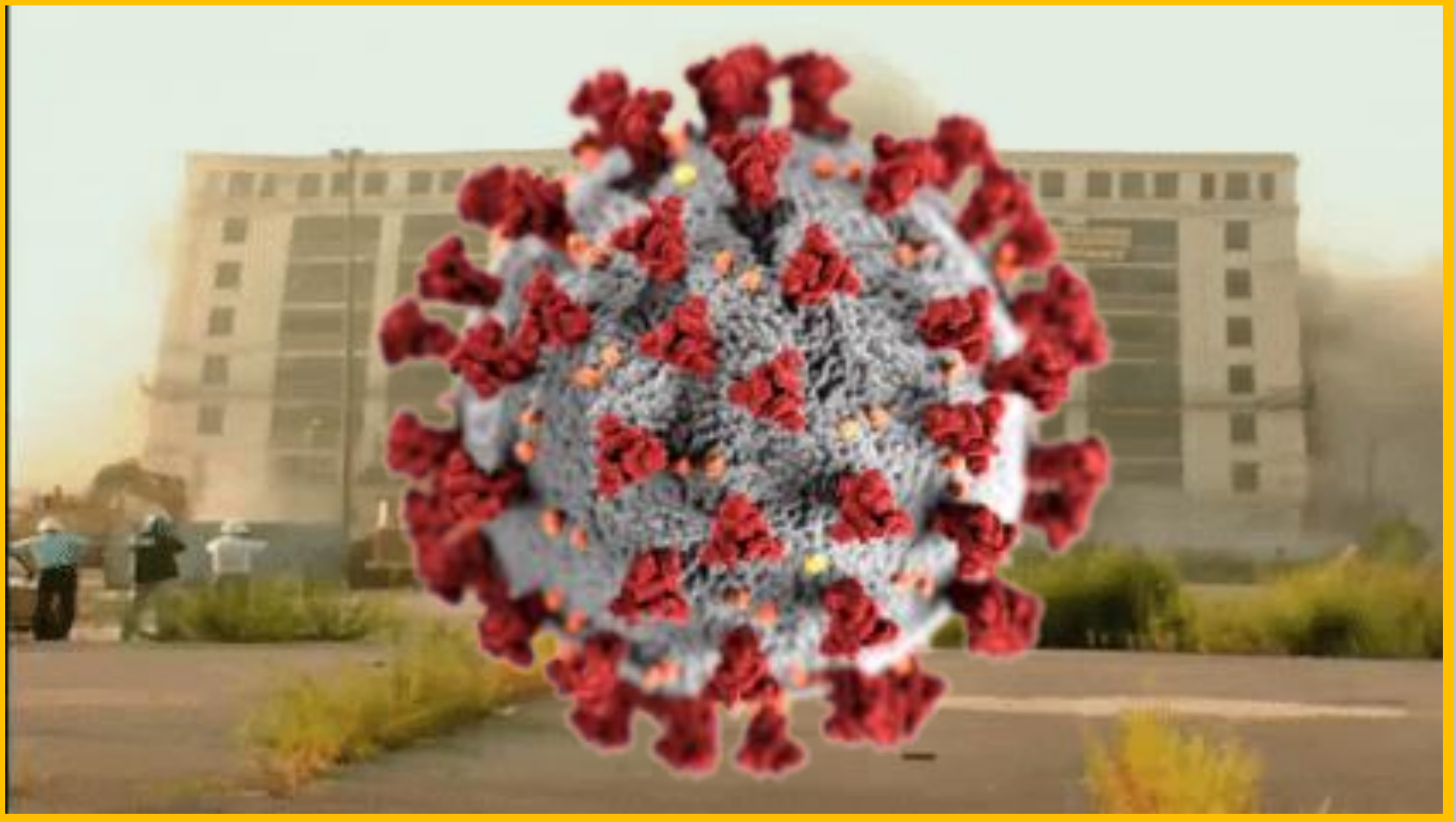


FIXER UPPER



Your Favorite?







What Happened to Teams with COVID Demo Day?

Burnout

Poor Morale

Mental Health

Retention Issues

Fear

Financial Loss

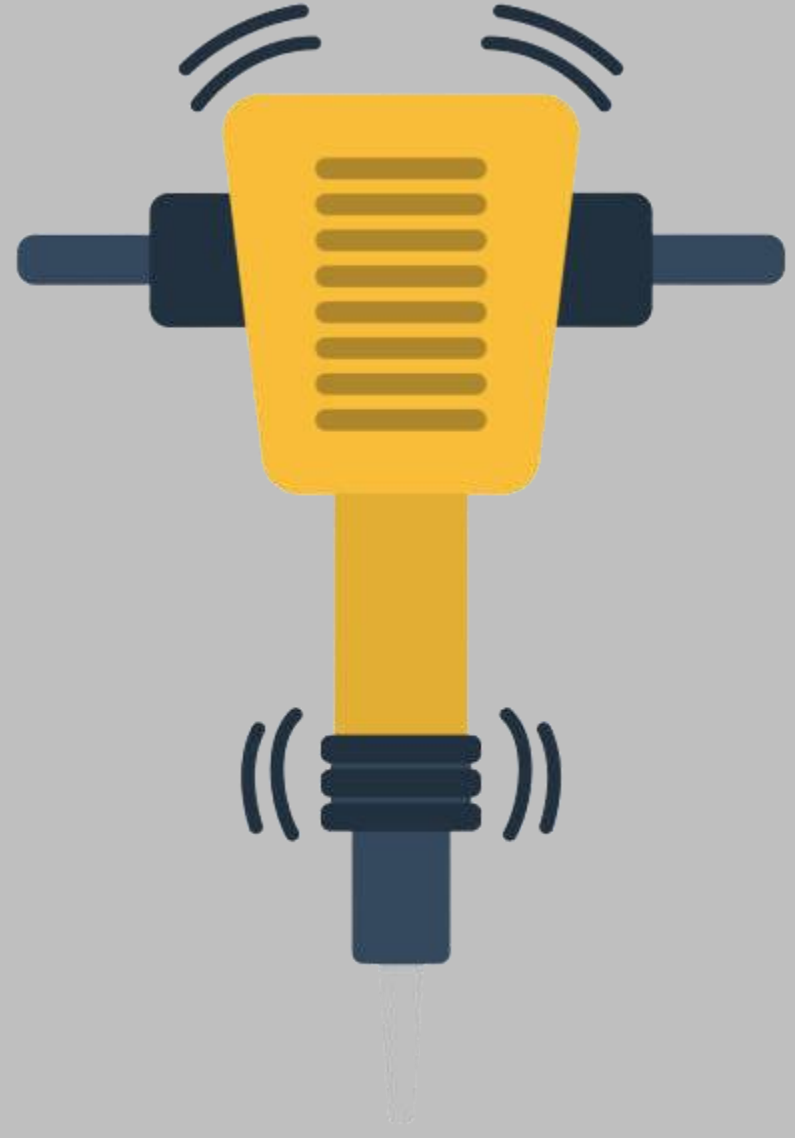
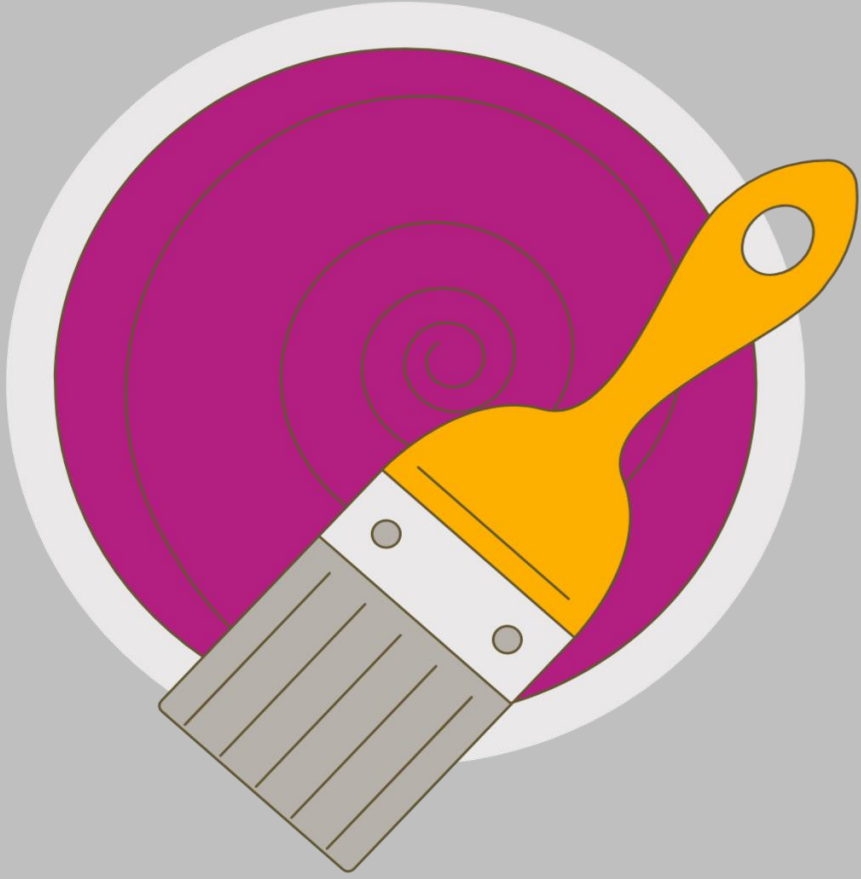
Grief

Stress

Honor Mental Health



**Today: 5 Tools
to Renovate and
Build Resilient
Teams**



What Happens if You Don't Renovate?











Team Assessment – The Inspection



Team Assessment – The Inspection



Team Inspection for Power UP Renovation

What are your energy drains?

Look at each of the Energy Drains listed below. What ones are you experiencing? Assign a corresponding letter to where the drain exists. Some Energy Drains may exist in more than one area.

Types of Energy Drains:

O - Organizational - lack of vision and communication
L - Leadership - pulled too many directions - time management - doing other's work
P - Professional - Role that you play - lack of appreciation - role not clearly defined
D - Daily - task oriented - too many tasks - lack of appreciation - time management
M - Personal (ME) - lack of sleep - stress - nutrition - safety

- ___ Lack of vision on my team
- ___ Lack of vision from leadership
- ___ Budget constraints
- ___ Staffing shortage
- ___ Grievance system needs support
- ___ Too many tasks to complete in a day
- ___ No time to eat lunch
- ___ Cleaning -up other's mistakes
- ___ Not qualified for some of the tasks I do
- ___ Job description does not reflect what I do
- ___ My efforts go unnoticed
- ___ Daily plans are disrupted by emergencies
- ___ Team is not cohesive
- ___ Gossip and incivility on team
- ___ Not enough support for number of tasks
- ___ Mental health is not supported
- ___ Communications are weak
- ___ Exhausted and run down
- ___ Living on caffeine and chocolate
- ___ Positive attitudes are missing

Assessment:

- ___What areas do you experience the most drain?
- ___What area do you want to work on Powering UP?
- ___What area energizes you the most?
- ___How much time per day are you willing to give to work your Power UP plan?

Notes:

Clear Out the Space



How Do You Clear Out Space for Your Team Renovation?



Daily for 15 Minutes



Weekly Meeting



Retreat or Workshop



In Person or Virtual?







5 Tools to Renovate You and Your Teams



Concentrated Listening



Clear Goals



Contributing



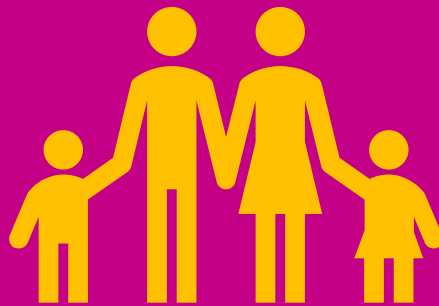
Civility



Celebrating



Where is Your Noise Coming From



#1 Concentrated Listening

- 1. Safe Times and Places to Express Yourself**
- 2. Show that you are listening – if it isn't a good time, say so**
- 3. Listen for what is not said**
- 4. Open-Ended questions and appropriate feedback**
- 5. Defer judgement. Don't interrupt**





~~Clear Goals Communicated~~



**Precise
Powerful
Clear
Communicated
Measured**





How Did WinWin Create Nail Gun Goals?



2017 Goals

Mission Statement: To match professional entertainers willing to donate time and talent with eligible, approved charities nationwide.

Vision Statement: To bolster Las Vegas community-based organizations through entertainment.

Concept: Win-Win Entertainment is a 501 c3 non-profit organization



2020 Goals

Who we are:

Win-Win Entertainment is a 501c3 national nonprofit that brings smiles to children who really need them by arranging in-person and virtual visits from professional entertainers, athletes and celebrities. We are 100% volunteer-based. We have no paid staff, and all performers donate their time for all events.





How Do You Create Nail Gun Goals?



Make the Vision About WHO You Serve!!



Use POWER Words, TEAM Words, POWER Verbs



Add Time Parameters



WHO Makes These Goals Happen?



Re-Visit the Goals Often



**HOW Do You Know that You Are Meeting the
Goal? – Add a Measurement**





Team Sports



#3 Contributing

How Do You Make Sure Teams Are Level with Everyone Contributing?

**Ownership – Part of Goal Setting
Everyone Leads Something
Team Contribution Statements
Timelines and Checking In**



Team Contribution Stories



Interview Your Team Members



Ask Who Contributes and Report



Give all Members NEW Ways to Contribute



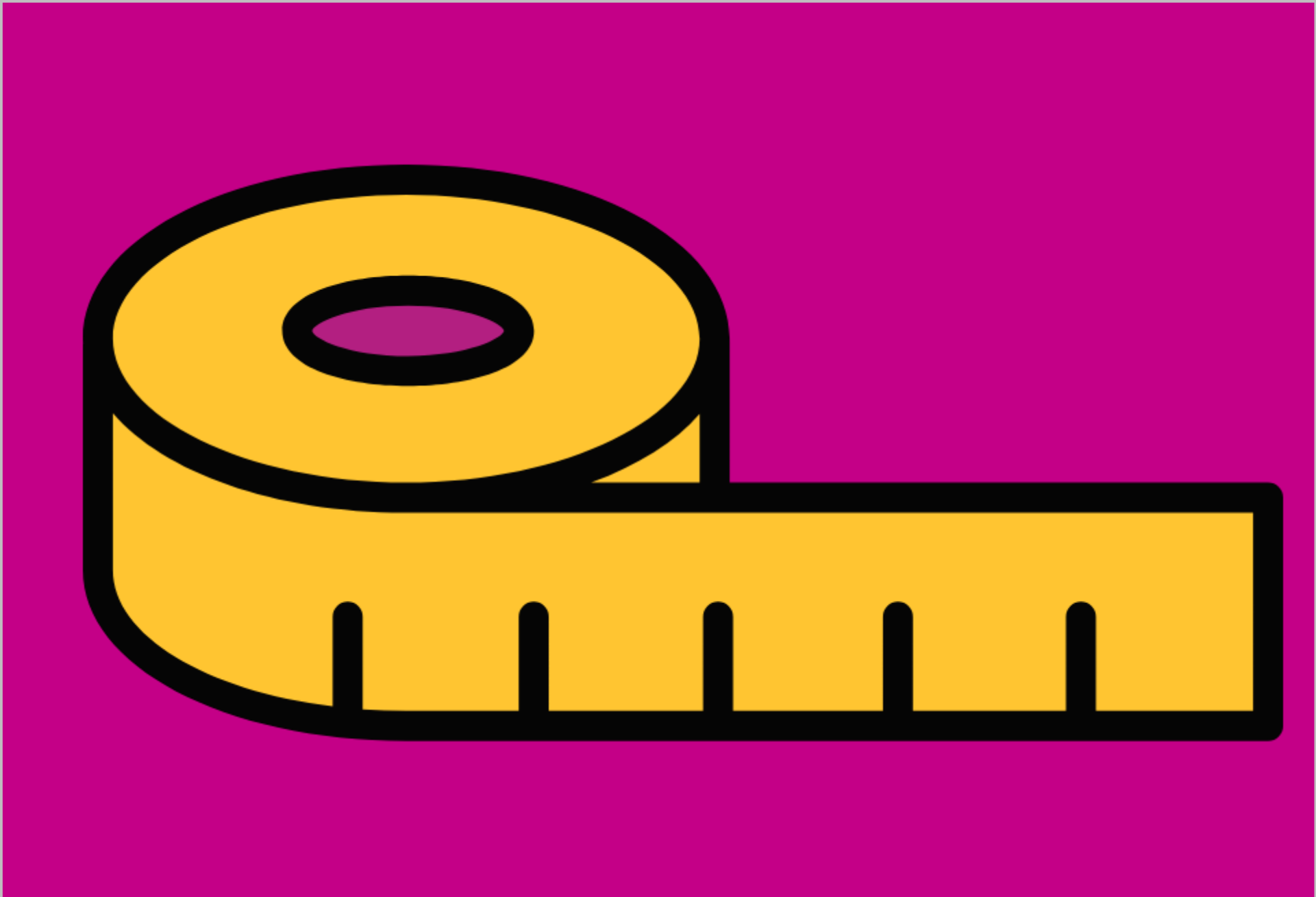
Look for Decenters



**Create a Contribution Story for Each
Team Member Together**







#4 Civility

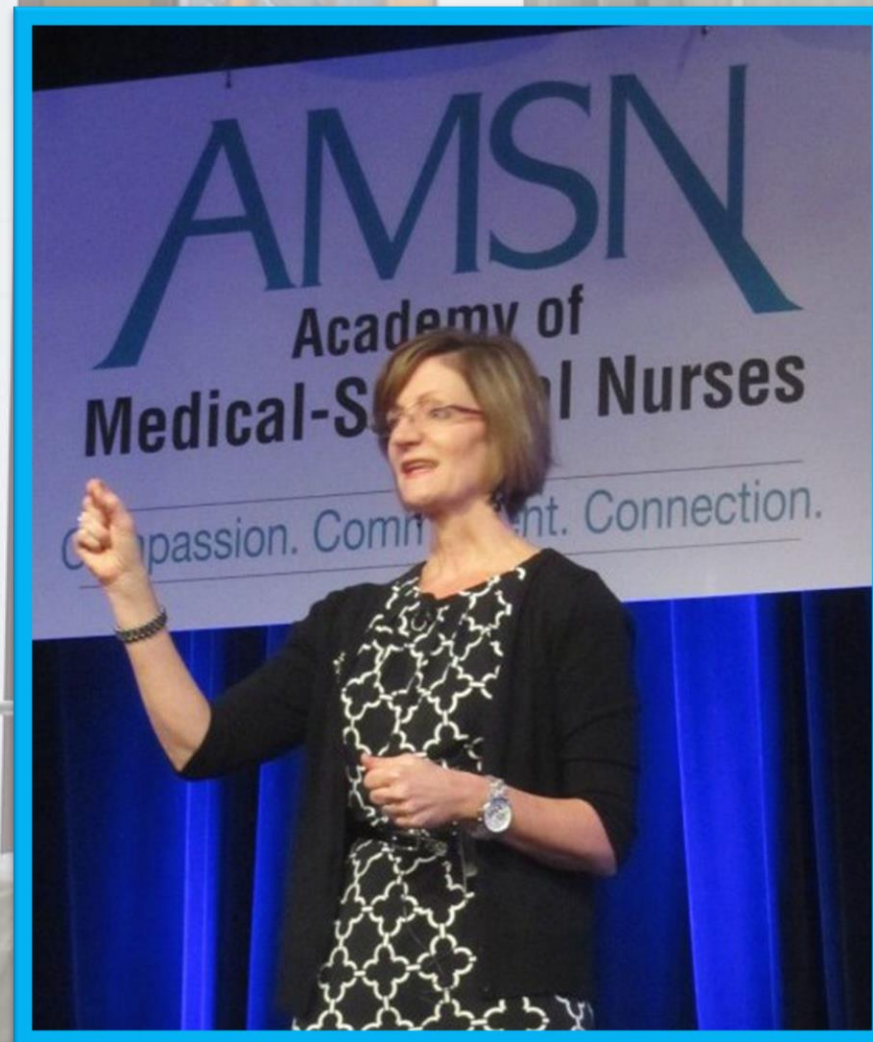
**Behaviors Towards Our
Co-Workers Must Be
Measured**

What you ignore,
you condone.

Speak up when you see
bad behavior in the
workplace!

~ Renee Thompson

HEALTHY **WORKFORCE**
INSTITUTE





Measuring Civility

Humanization

Respect

Intentionality

Restraint

Responsibility

Sharing

Kindness



#5 Celebrating

- **How Are You Celebrating?**
- **What Are You Celebrating?**
- **When Are You Celebrating?**
- **Does the Team Understand What is Celebrated?**
- **Is Everyone Involved?**





5 Tools for Building Resilient Teams

Concentrated Listening

Clear Goals

Contributing

Civility

Celebrating

What Happens if You Remodel Your Team?

Pride

Resident Satisfaction

Productivity Increases

Engagement

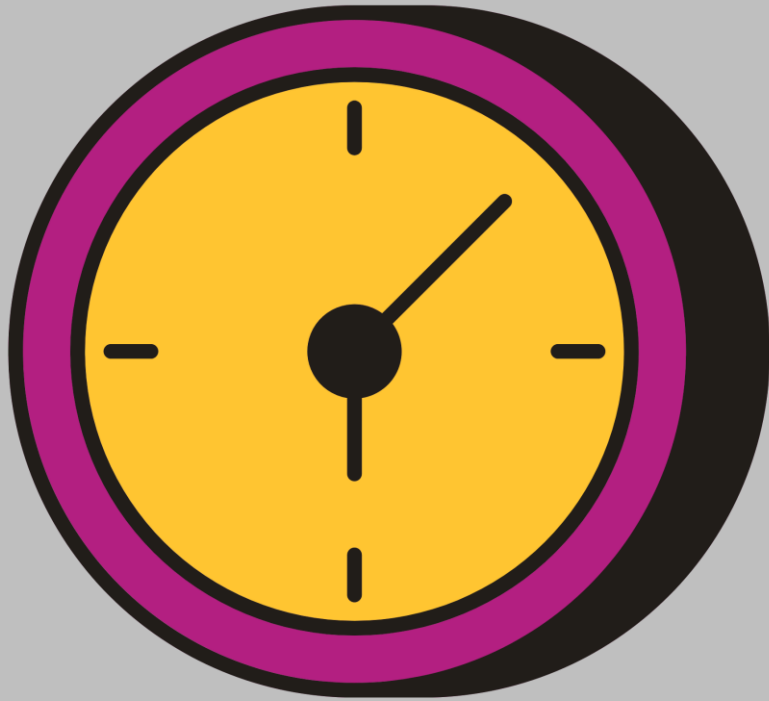
Look Forward to Showing UP

More Fun

Work/Life Balance

Positive Mental Health

“But Kathy, You Don’t Know My Team!”



To Do:

- Too Much
- Too Often
- Too Many

“But Kathy, I’m not the manager of my team!”





Resilient Team Timeline

- Use the assessment tool.
- How is your team:physically?
emotionally?communicating?
- Announce the six week timeline to your team
- Solicit comments, questions and ideas



- Practice active listening
- Invite team members to actively discuss how they listen
- Do not interrupt
- Go deeper into their answers by asking, how or why?
- Repeat back what you hear?

[illegible]

Let me Help You!

Kathy@KathyParry.com

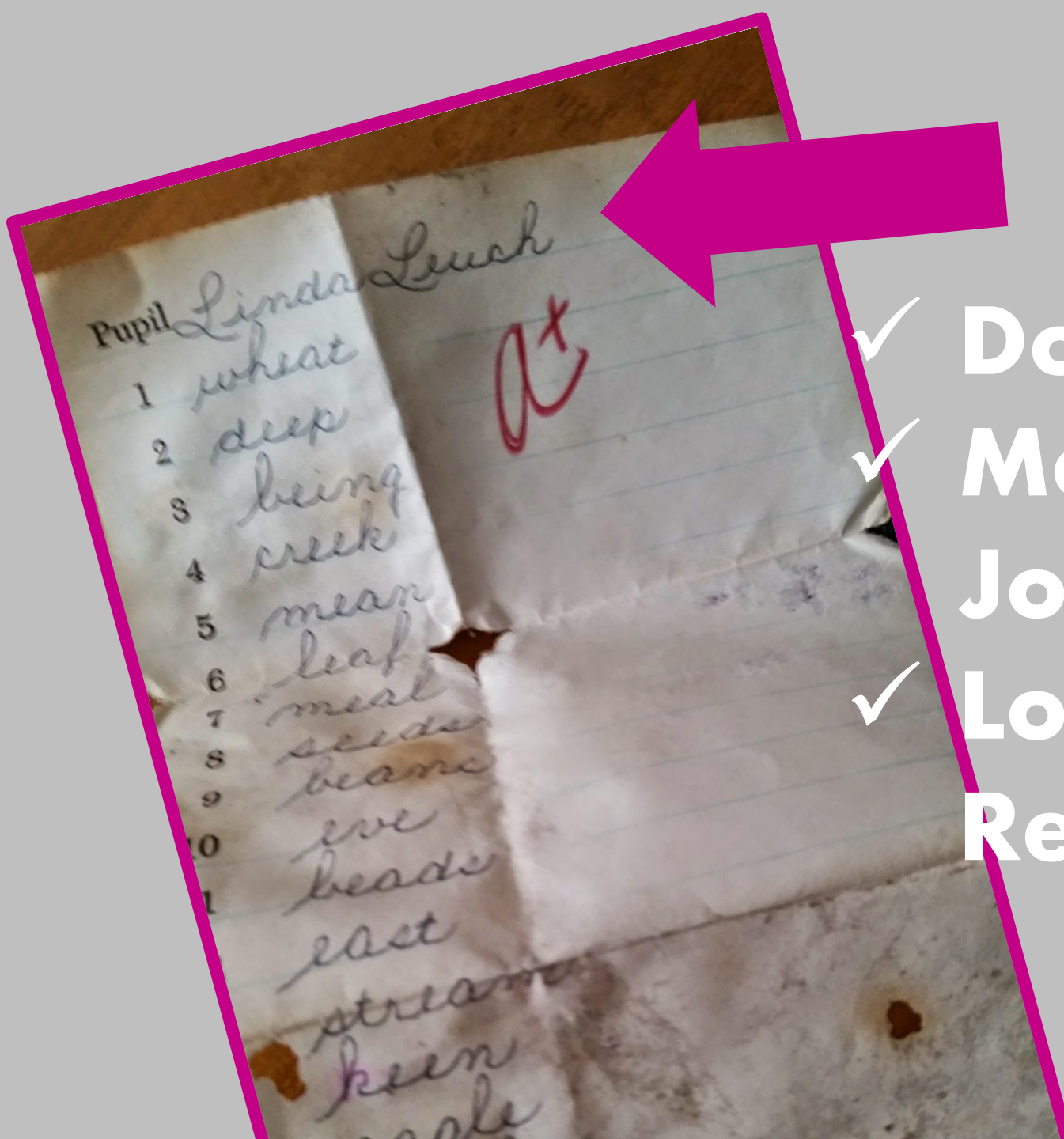


www.KathyParry.com

Power UP Workshops







- ✓ Do the Renovation
- ✓ Make it a Quality Job
- ✓ Look for What Is Revealed

Let me Help You!

Kathy@KathyParry.com



www.KathyParry.com