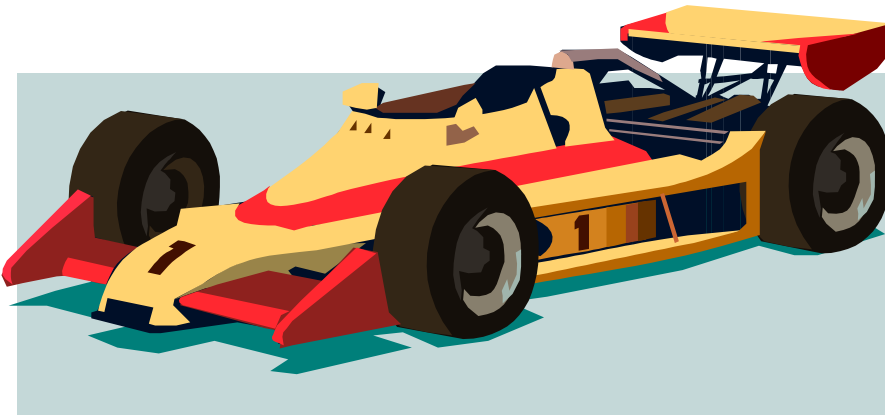


SOFT SKILLS TRAINING

KEEPING TEAM ON TRACK



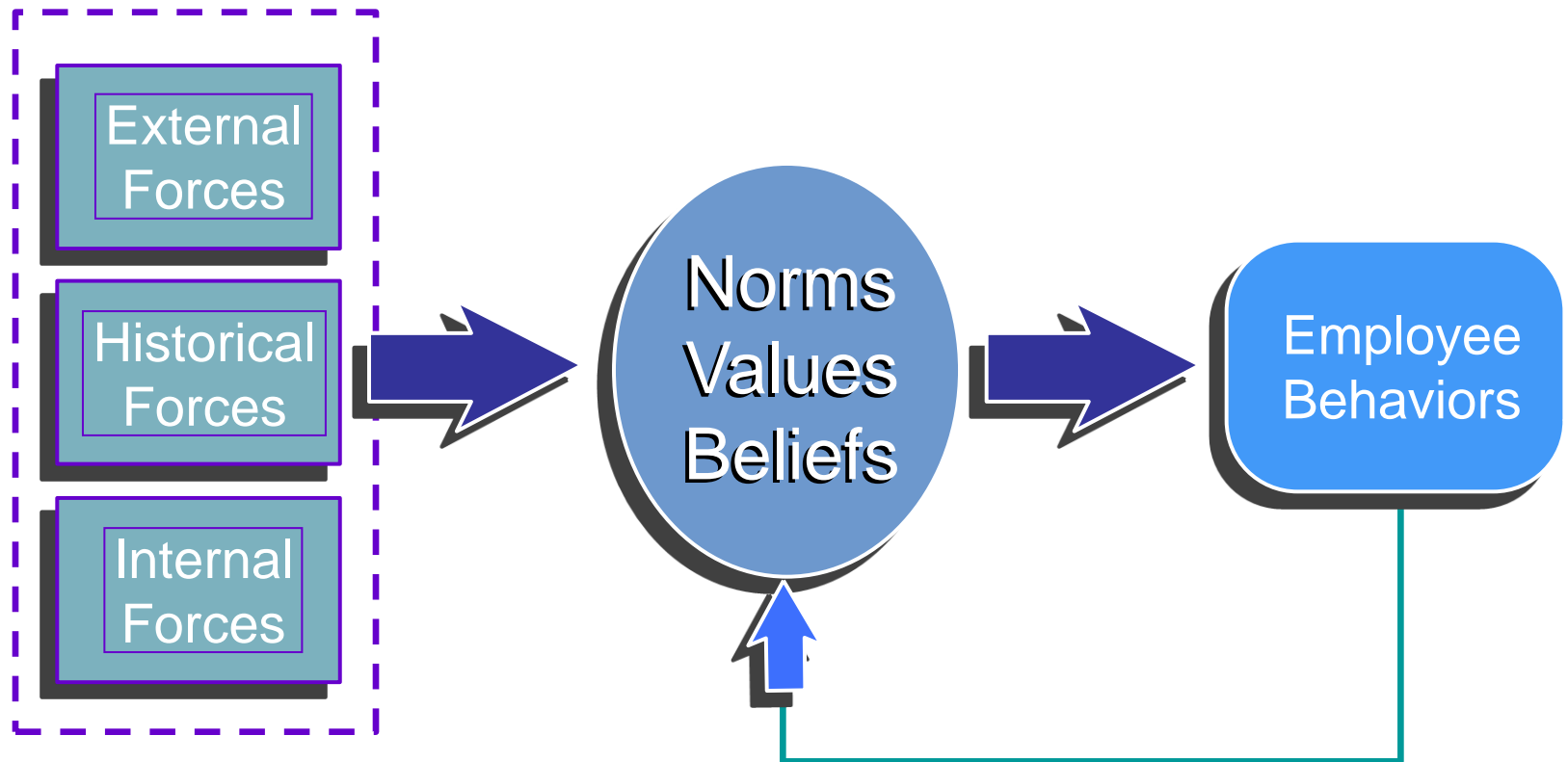
KEEPING YOUR TEAM ON TRACK



- ☐ How to identify various attitudes and behaviours
- ☐ Developing ways to handle each
- ☐ Identifying ways to help your Project Manager/Team to stay on the rails

KEEPING YOUR GROUP ON THE RAILS

- FORCES THAT SHAPE CULTURE



UNHELPFUL BEHAVIORS IN MEETINGS AND DISCUSSIONS

- Talking Across the Group
- Conversations on the side
- Saying Nothing - Resistance
- Deliberate Disruptions
- Verbal Criticism
- Confronting another person
- Open Verbal Conflict
- Aggressive and Dominant Behavior
- Hijacking of the Agenda
- Power Mongering



Handling the Unhelpful Behavior

<u>Unhelpful Behavior</u>	<u>Tactic of Facilitator</u>
Talking Across Groups	<ul style="list-style-type: none">- Position yourself between groups
Conversations on the side	<ul style="list-style-type: none">- Wait for conversation to Finish
Say Nothing - Passive Resistance	<ul style="list-style-type: none">- Clearly state objectives- Can choose to attend or not

Handling the Unhelpful Behavior

<u>Unhelpful Behavior</u>	<u>Tactic of Facilitator</u>
Deliberate Disruptions	Maintain eye contact, use body language, discuss outside meeting.
Verbal Criticism	<ul style="list-style-type: none">- Clarify, paraphrase comments to apply to issues.
Challenging Others	<ul style="list-style-type: none">- Break into small groups- Agree group norms- Raise Behavior with peers

Handling the Unhelpful Behavior

<u>Unhelpful Behavior</u>	<u>Tactic of Facilitator</u>
Open Verbal Conflict	<ul style="list-style-type: none">- Be Prepared- Identify priority issues- Call time out- Clarify group purpose and outcome
Aggressive and Dominant Behaviour	<ul style="list-style-type: none">- Call time out- See the person- Clarify the issue

Handling the Unhelpful Behavior

<u>Unhelpful Behavior</u>	<u>Tactic of Facilitator</u>
Agenda Hijack	<ul style="list-style-type: none">- Get agenda agreement- Clarify agenda and issues- Seek group agreement to agenda changes
Power Mongering	<ul style="list-style-type: none">- Set group roles and agenda- Agree outcomes- Call person early- Call time out.