Presentation

May 2021

Team Styles

- **Purpose:**
  - To help gain an insight on **working styles** and how they impact our daily interactions with people we work or volunteer with.
  - To try to identify your own working style, and learn about team members working styles.
  - Work on how to take the working styles into consideration with your team in daily work.

- **Why:**
  - Understanding the styles will help you to
  - Be aware of our own preferred style, and working styles model helps us to better lead ourselves and interact with other team members.
  - Effectively utilise the strengths of others in the team
  - Respect the differences
  - Communicate effectively among team

What is your working style?

Controller

Determined
Efficient
Tough
Independent
Results-oriented

Analyzing

Rational
Structured
Good planners
Persistent
Detailed

Promoting

Ambitious
Enthusiastic
Goal-driven
Risk takers
Innovative

Supporting

Team player
Respectful
Willing
Agreeable
Good listener

Potential liabilities

Controlling

Impatient
Insensitive
Autocratic

Analyzing

Indecisive
Too detailed
Not a risk
taker

Promoting

Impulsive
Poor follow
through
Too much at
once

Supporting

Too agreeable
Avoids conflict
Not
demanding
enough

Perspectives

- We often assume that everyone sees the world the same way we do and under normal circumstances thinks and acts as we would.

- However, there are fundamental differences in how people see the world around them and how they react to it.
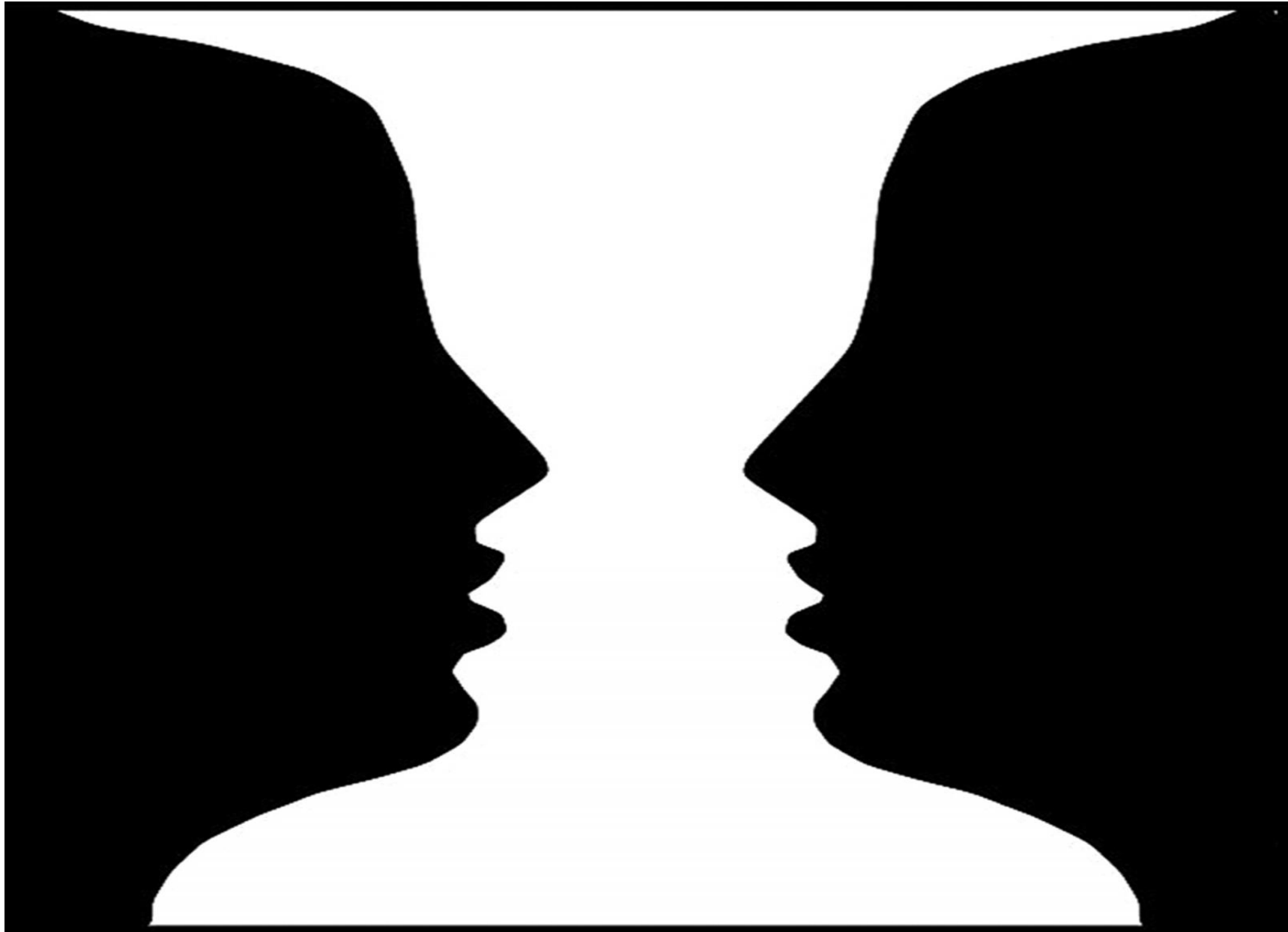
What do you see in these pictures?

Summary

- Being aware of our own preferred style and different working styles of others it helps us to better lead ourselves, and work as a team

- By adjusting or flexing your own style it can help in communicating effectively with other style

- Learn to respect the differences in others and their contribution to the overall effectiveness of the team.

- Stop and look is everyone seeing the same picture/goal

- Balanced team gets best results!
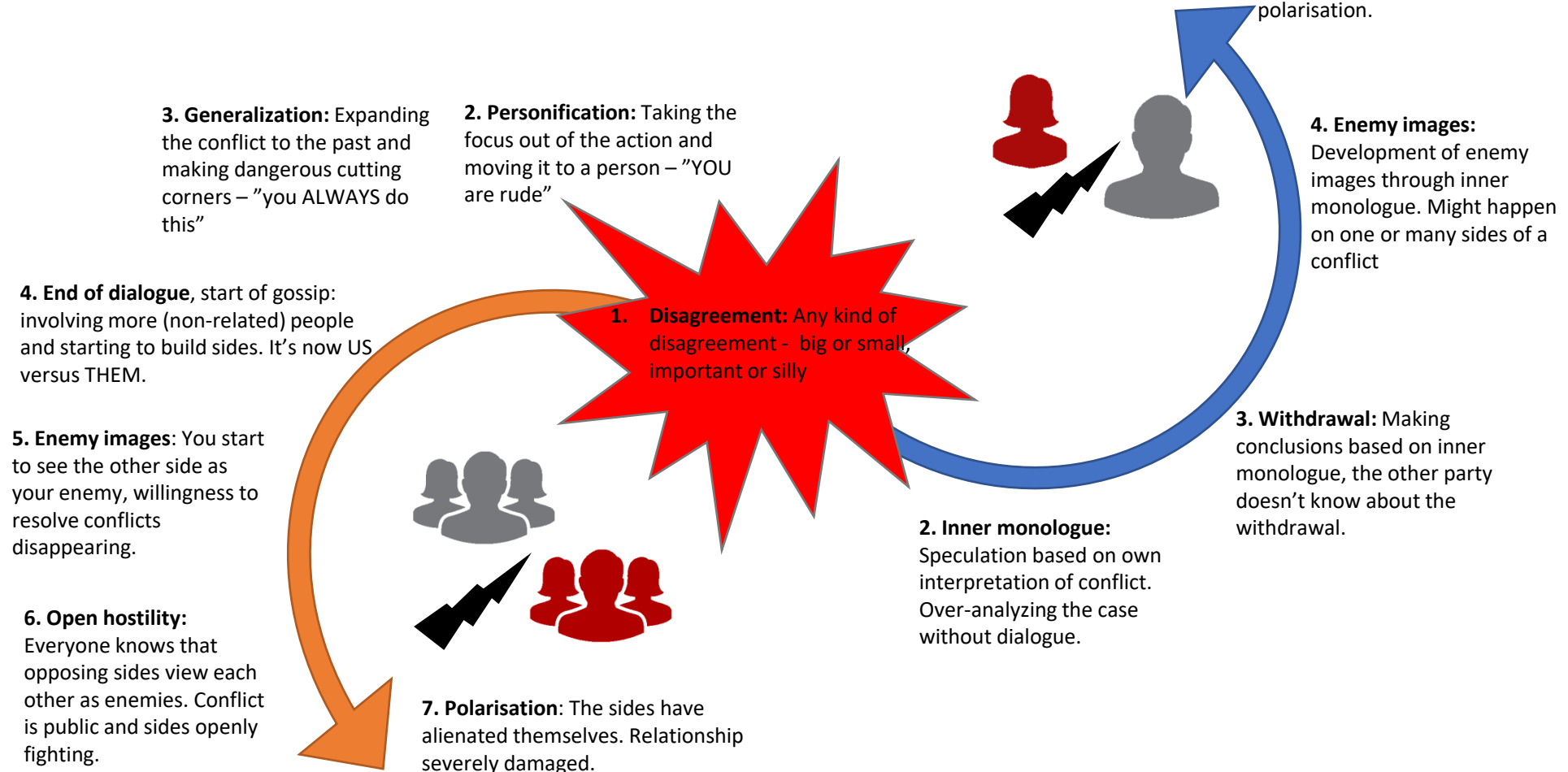
Dealing with Difficult situations

How conflicts build up and escalate

External escalation

(visible and noticeable for outsiders)

Internal escalation

(not visible, and therefore hard to recognize. Even more dangerous than external escalation.)

3. Generalization: Expanding the conflict to the past and making dangerous cutting corners – "you ALWAYS do this"

2. Personification: Taking the focus out of the action and moving it to a person – "YOU are rude"

4. End of dialogue, start of gossip: involving more (non-related) people and starting to build sides. It's now US versus THEM.

5. Enemy images: You start to see the other side as your enemy, willingness to resolve conflicts disappearing.

6. Open hostility: Everyone knows that opposing sides view each other as enemies. Conflict is public and sides openly fighting.

7. Polarisation: The sides have alienated themselves. Relationship severely damaged.

1. **Disagreement:** Any kind of disagreement - big or small, important or silly

2. Inner monologue: Speculation based on own interpretation of conflict. Over-analyzing the case without dialogue.

3. Withdrawal: Making conclusions based on inner monologue, the other party doesn't know about the withdrawal.

4. Enemy images: Development of enemy images through inner monologue. Might happen on one or many sides of a conflict

5. Polarisation: The relationship is over. Not confronting the conlict (avoiding it) has lead to polarisation.

Dealing with conflicts: How do you react in a conflict situation?

HIT

- Take immediate, fast or even aggressive approach to conflict
- Get angry and defensive
- Want to "win" the disagreement, more interested in "being right" than finding solutions
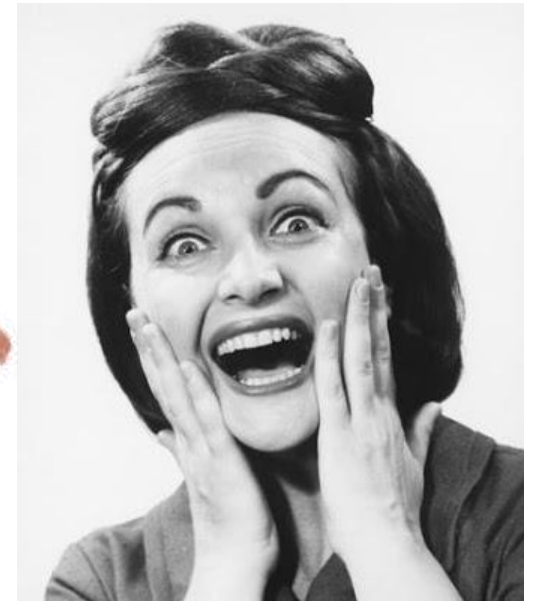
RUN

- Avoid and deny that the conflict exists
- "I don't have a conflict so we don't have a conflict"
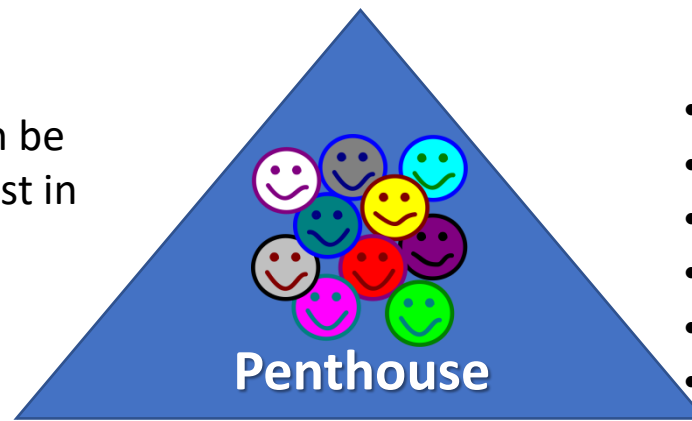- Fear to confront the conflict
- Fear to communicate

STAND

- Acknowledge that the conflict exists.
- Communicate in an open and constructive way
- Able to separate facts from feelings
- Sometimes need "calm down" time before able to stand

Mood Elevator

- Being the best I can be
- Bringing out the best in others

Penthouse

- Clear Thinking
- Motivated
- Focused
- Forgiving
- Serene
- Creative

- Positive Me
- Feeling Good
- Positive Impact on Others & Environment

Above Ground Floors

- Self Esteem
- Respectful
- Safe & Trusting
- Kind & Caring
- Happy
- Cooperative

- Negative Me
- Feeling Bad
- Blaming Others
- Creating a Negative Environment

Basement Level

- Anxious
- Confused
- Resentful
- Judgmental
- Defensive
- Depressed

Sub Basement

- Animal Me

- Angry
- Aggressive
- Attacking Others
- Survival and Self Preservation

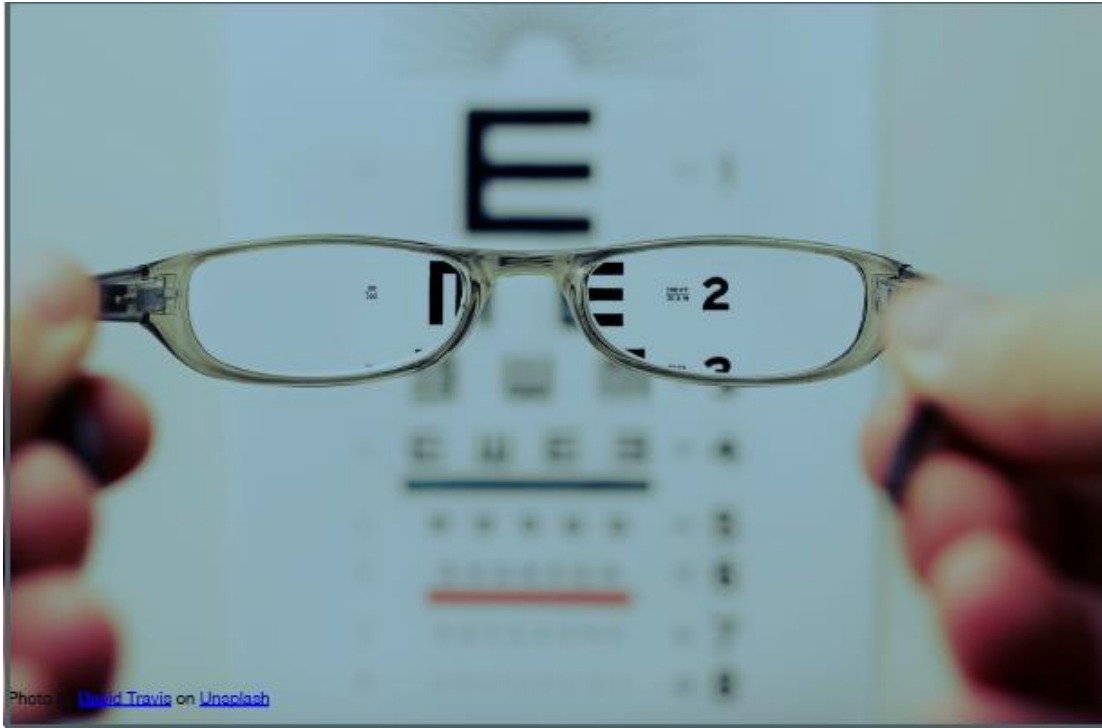# What are the signs that things aren't right?

Mad	Sad	Bad	Glad
Irritable	Low	Cynical	Too Happy
Intolerant	Mood	Detached	Brittle
	Teary		

Photo by David Travis on Unsplash

Look for signs that things aren't right

- Behaviour and reactions that are out of character
- Disengaging with team and task
- Unusually quiet in meetings
- Frenetic activity
- Lots of 'doing' but getting less done
- Discomfort with losing control or uncertainty
- Reduced patience and tolerance with team members

Having Difficult Conversations

Think about what are we wanting to achieve for our organisation
What are the positives if this challenge is met head on so that it will not balloon into something bigger
How can the conversation help the volunteer to be on board

Steps for a Successful Conversations

Do not make it about the person – it is about the action and not the person
Do not apologise for the conversation - it takes away the importance
Be empathetic, but do not loose your neutrality
Do not speak for the volunteer
Do not diminish the source of the complaint – everyone has the right to be heard
Ensure there is time for feedback and discussion
Follow up did they understand and are they ok
Stop the discussion if it is getting hostile and take a break or reschedule when people feel calmer

Document the conversation - needed should further actions be required

Resources

Hart2Heart Consulting

Lifeline

If life is in danger call 000

Call 13 11 14 ›
24/7 Crisis Support

Text us
Online

Chat with us
Offline

Search   Fundraise   Donate   Volunteer

Want to talk about it?

We're here for you   Call 13 11 14   Chat with us   Text us

Beyond Blue

Search

📞 1300 22 4636

💬 Chat online

✉ Email us

👥 Online forums

↪ Register | Login

Beyond Blue Support Service

Support. Advice. Action

🏠 | Get support | Personal best | The facts | Who does it affect? | Get involved | Healthy places | Media | **Make a donation**

📰 In focus   ☀ Wellbeing   ♥ Supporting yourself   👤 Supporting others

Wellbeing

Suggested activities, guidance and inspiration to help you find the balance in all areas of your life while navigating the ups and downs.

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Meridian Swift – VolunteerPlainTalk.com

Update from the Board

Strategic Panning

Partners for Purpose

+

Insights Gained

Key insights gained are shown in a Word Cloud.

The more frequent a theme or word is mentioned, the larger the word appears

Alignment on Purpose

There is clear alignment and a shared understanding and motivation on RDA (NSW)'s purpose:

To encourage, support and assist in providing riding therapy, sport, recreation for people with disabilities

Unification around this is a strong backbone in times of change .

Registered and Non registered NDIS service providers may be required to ensure that key personnel and other workers in certain types of roles may require a worker screening clearance that meets the requirements of the NDIS Practice Standards in conjunction with WWCC

RDA (NSW) has some Centres who are Registered service suppliers and also Non Registered suppliers. A Non Registered supplier has the participants claim through their fund Manager

Changes

- Effective February 2021 - Changes to checks requirements for workers/volunteers
- Entails the normal Working with Children check (State requirement) and a NDISWC (Federal requirement)
- It is most likely only for certain roles – Risk assessments will need to be completed to determine what roles (by the Board or Board representatives)
- Currently in a transitional period and not required until the current WWCC is due for renewal.
- The Board are working on this and Centres will be updated on any actions that may be required

Please watch this space for further updates

Thank you!