



“And, Who ARE YOU?!?”

*What Cats, Chaos Theory, Kumbaya, and
Major League Baseball Tell Us about
Teams, Teamwork, Managing Expectations
and Avoiding Conflict At Work*



Carol Bowser

President

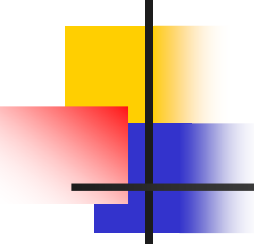
Conflict Management Strategies, Inc

www.ManagingConflict.com



Goals

- 5 Team Archetypes
- YOUR Team Preference
- Defining a Great “Team Player”
- Headache Reduction
- Laugh



“Companies recognize that customer service can be demanding and can tax good intentions of even the most dedicated worker. Yet many companies seem to assume that their staff will just naturally know how to build good working relationships with their co-workers, that they will know how to identify problems and resolve the conflicts that inevitably occur when people work together.”



What Team Are You Playing For?

- Cats in a Bag
- Chaos Theory
- Kumbaya
- Baseball
- Volleyball

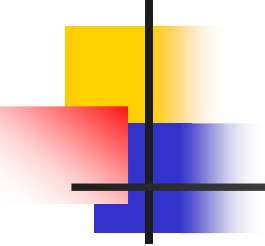
Cats in a Bag



Cats in a Bag – Competitive

- Competition Drives Excellence
- Everyone is Equal
- The Best Man / Idea / Plan Will Win
- Nothing is “Personal”
- Everyone Chooses to Compete
- The Weak Are Weeded Out

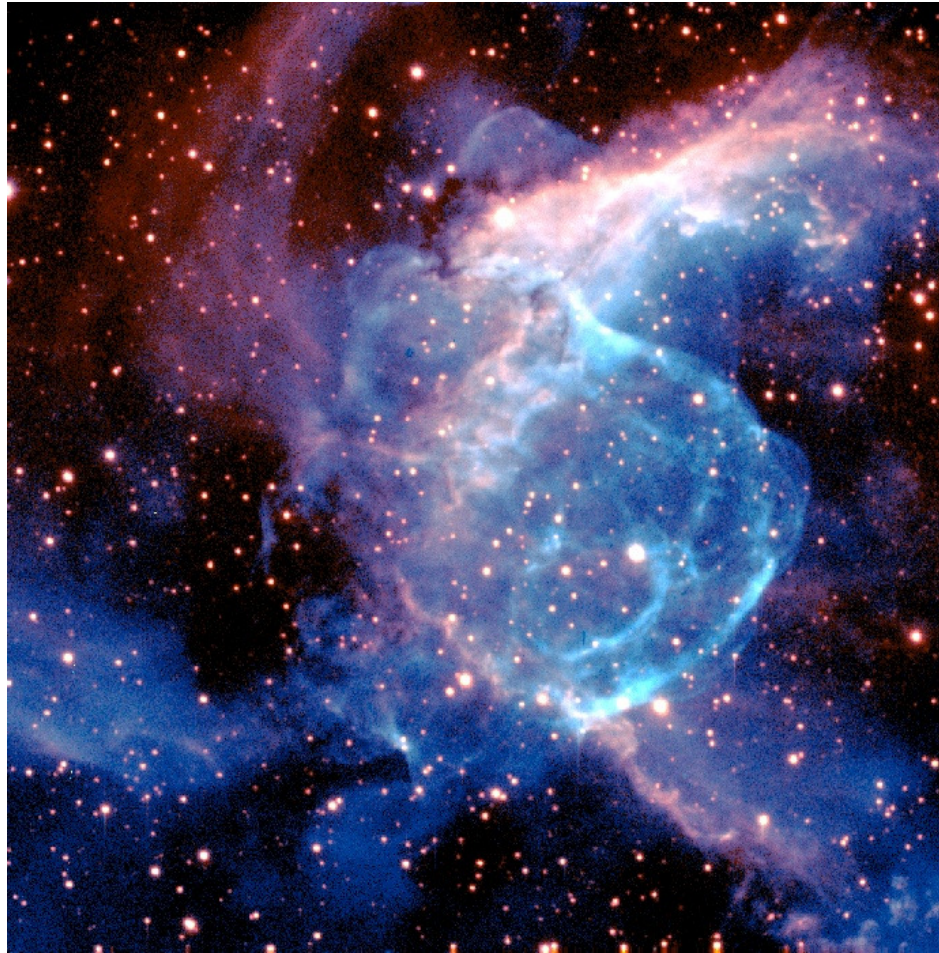




Usually “teams” don’t function as a team, rather as a group of individuals advocating for their own interests. “Turf battles, differences in knowledge level and experience, and rare opportunities for group conversation lead to a competitive atmosphere where everyone is struggling to do the right thing.”

Debra Gerardi

Chaos Theory



Chaos Theory – Task Grabber

- Goal Articulated – Tasks Articulated
- Little or No Communication Between Members
- Individuals Self Manage
- “Team” used loosely – More Grouping of Individuals
- Remote / Virtual Workforce



Kumbaya



Kumbaya – Flat Organization

- Self-Governing
- Consensus / Collaborative Decision Making
- Relationships HIGHLY Valued
- Conflict Viewed Negatively
- Harmony Valued





Baseball



Baseball – High Skill Set

- Highly-Skilled Professional “Players”
- Rules of Game Known
- Common Goal Known
- Little to No Overlap in Tasks or Skill Sets
- Professional Development Expected





Volleyball



Volleyball – Highly Skilled and Interchangeable

- Minimum Skill Set Needed
- Reliance on All Members
- Skills Sets Interchangeable
- Communication Essential
 - Asks for help
 - Celebrates success



What About YOUR Company?





Quick Assessment

- What characteristics best describe your company?
- What characteristics best describe your department or division?
- Who is the driving factor in your company that has set the standard for “Team”?
- Based on your experience is there a KNOWN and SHARED understanding of what the Archetype of Team is?



What About YOU?

- What Archetype were you most drawn to?
- What Archetype do you think is ridiculous?
- Do you and the person you report to share your preferences?
- Do you and your direct reports have a SHARED and KNOWN understanding on the Archetype?



“Filling a room with team players does not guarantee teamwork.”

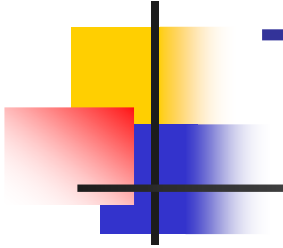
Bob Wall



“You may be playing for different Teams.”

Carol Bowser

The Team Determines the Team Player



Cats in a Bag

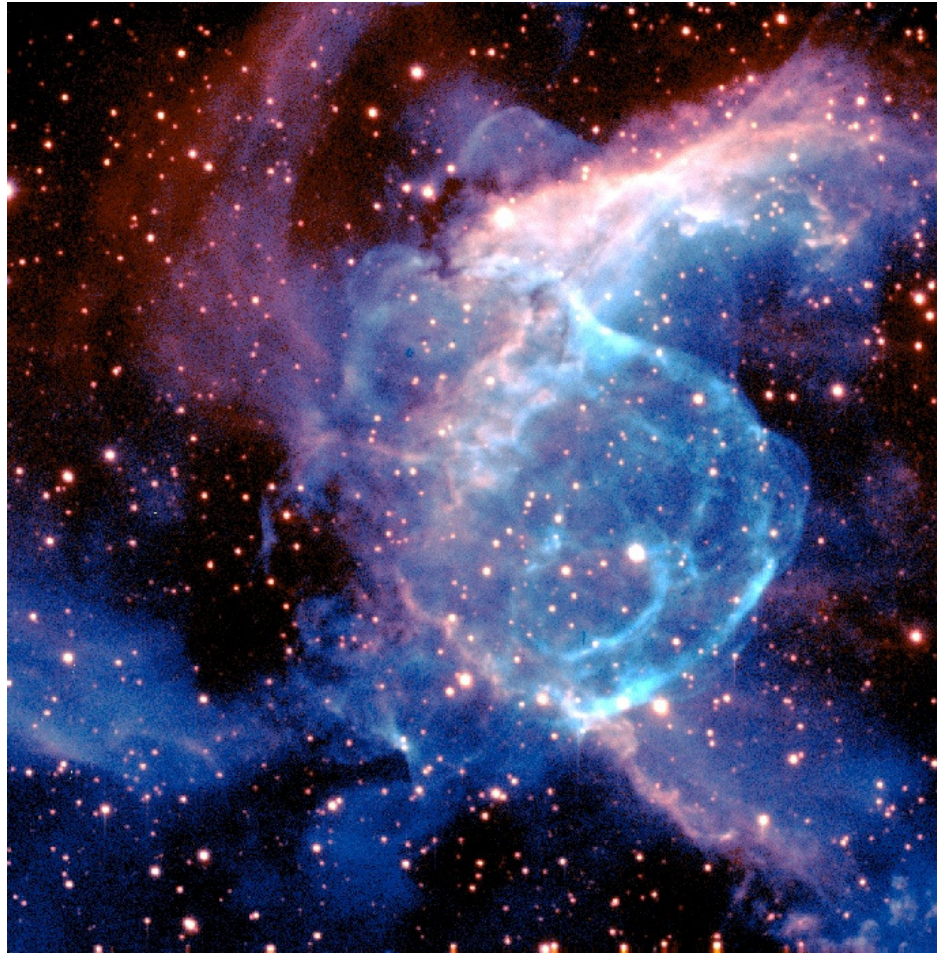


Competitive Team Player

- Thrives in Competitive Environment
- Loves to Win
- May Hold Grudges
- Thrill of the Game
- Seeks to Gain Advantage
- Recognition & Promotion

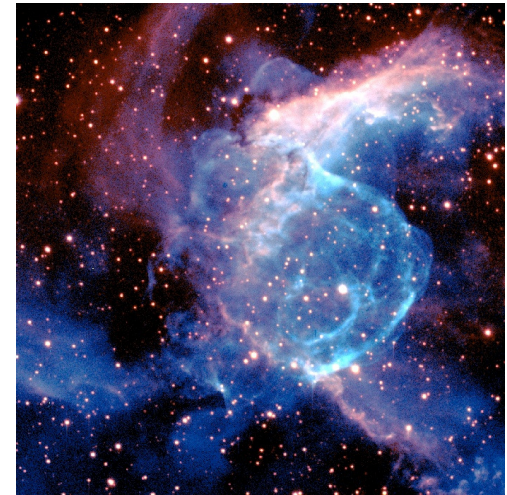


Chaos Theory



Chaos – Task Grabber

- Works Independently
- Little or No Direction
- Loves Completing Tasks
- Fast and Accurate
- Troubleshoots Problems
- Give Parameters and Let Them Go



Kumbaya



Kumbaya – Flat Organization

- People Skills Highly Valued
- Loves Building Relationships
- Interactive Decision Making
- Dislikes Hierarchy
- Collaborative Decision Making
- Team Gets Credit





Baseball



Baseball – High Skill Set

- Hired and Acknowledged for Skill Set
- Allowed Independence with Oversight
- Coached to Higher Levels of Performance
- Not Expected to “Work Outside” Description
- Highly Specialized
- Work Toward Shared Goal
- Individual Recognition / Team Success





Volleyball



Volleyball – Interchangeable Skills

- Enjoy Working in Highly Interactive Groups
- Shared Purpose
- Refined Skill Set
- Supportive Environment
- Goal Focused
- Communication Encouraged





So What????

- Company and personal values dictate Team Preference.
- Team Preference dictates benchmarks of “team player”
- Retention and Success of Team / Player depends on picking the “Right Team”



Important Take Away

Clear, Concrete, and Concise
Benchmarks of Teaming and Team
Player allow for better hiring,
performance, goal setting, and
retention.



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Questions?



Thank You!

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