



# ICON eLearn/ Communications Team *Workshop 1*

5 June 2017

# Team Workshops



## TEAM WORKSHOPS

A series of workshops will be scheduled during Term 2 & 3.

The intention of these workshops is to focus on how we can influence the way our team works together.

Team members are encouraged to attend with a:

- **Positive intent**
- **Willingness to participate**
- **Commitment to take action**

## SOLUTIONS FOCUS (SF)

*Developed from simple 'brief therapy' work of Steve de Shazer and Insoo Kim Berg, SF offers a new level of effectiveness to coaching.*

*Rather than identifying what's wrong or looking for barriers to progress, **the focus is simply on finding what works.** This simple approach has been found to be effective in organisations. It is now in use in many well-known organisations around the world, including (in the UK) Nationwide Building Society, Walkers Snackfoods and the BBC.*

<http://sfwork.com/pdf/Coaching%20with%20OSKAR.pdf>

[www.slidescarnival.com/help-use-presentation-template](http://www.slidescarnival.com/help-use-presentation-template)

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# Context

## TEAM

**How** we work together





1.  
Keeping it  
SIMPLE

Simple is not the same as  
Easy!

“

*The Solutions Focus Approach - **find what works and do more of it.***

*“The art of being wise is the art of knowing what to overlook.”*

*William James, American philosopher.*





## Simple principle



- **Solutions** - not problems
- **In between** - the action is in the interaction, not individual
- **Make use of what's there** - not what isn't
- **Possibilities** - from past, present, future
- **Language** - simply said
- **Every case is different** - beware ill fitting theories

**Process:** What is wanted, what is working already, what is next





# Work together as an effective team

What are your best hopes?

What difference would that make?





Best Hopes

Difference it would make

# Establishing the Platform for Change



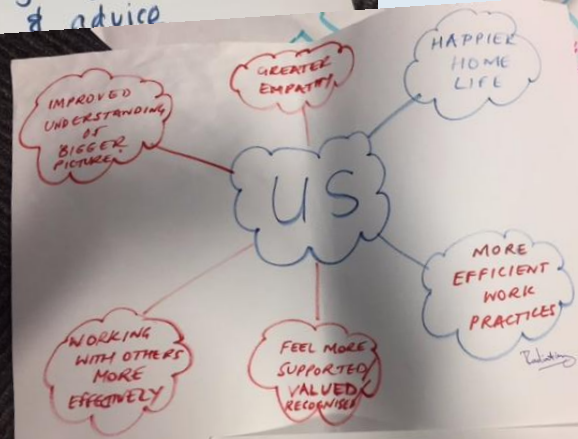


Who will benefit from us becoming a more effective team?

### Regional / BAU

- Consistent messages
- Cohesive support
- Relationship building
- Tailored support
- Open communication channels
  - giving/receiving feedback & advice

- Accu
- Radi



### SCHOOLS

- know where trusted advisors are
- become efficient
- become self-reliant
- become advocates
- enhance reputation

### SCHOOLS



## Hot Topics

### Things we must get right!

- Post it notes
- Bundle
- Categorise



Responsive Relationships Collaboration Processes Quality Assurance communication

REACTIVE

RESPECTFUL

RESPECTFUL

Learn COMMUNITIES

Collaborative Relationships

\* Attention to Detail

GOOD COMMUNICATION

OPEN TO CHANGE

Listen to each other

Understanding of each others work

Regular Catch Up Meetings (where priorities/ issues/ successes are communicated)

Don't sweat the detail - act quickly

Being Present

WIP I am trusted / Trustworthiness

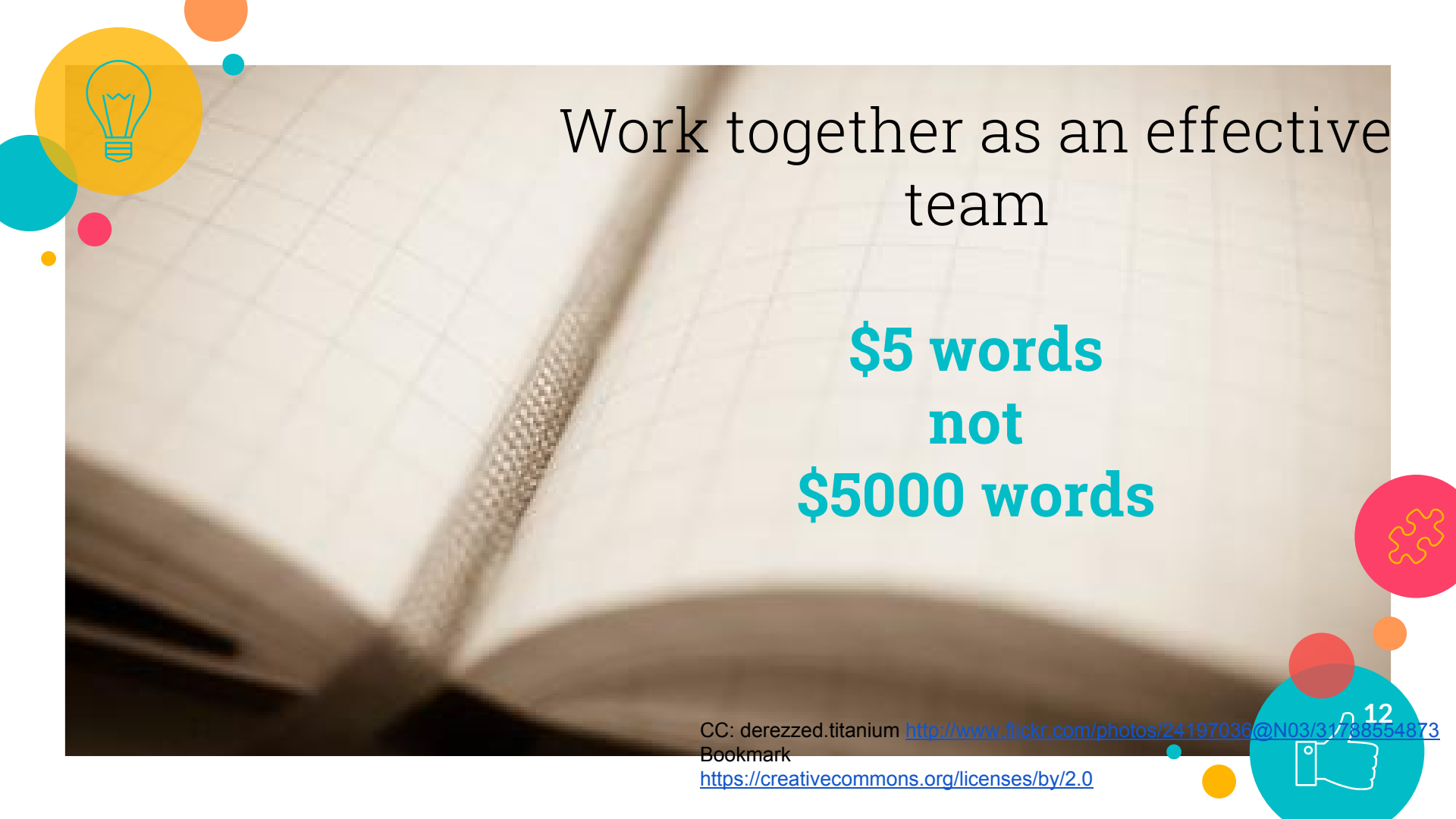
Build up knowledge base

Building Trusting Relationships

Show gratitude

<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
4	9	8	3	4	12





Work together as an effective  
team

**\$5 words  
not  
\$5000 words**





Are we  
'customers' for  
change?

## Platform



### Who is a customer, and for what?

- What wants something to be different?
- Who is prepared to do something?
- What would be the benefit in moving forwards?
- What is a good name for the project?





# Future Perfect

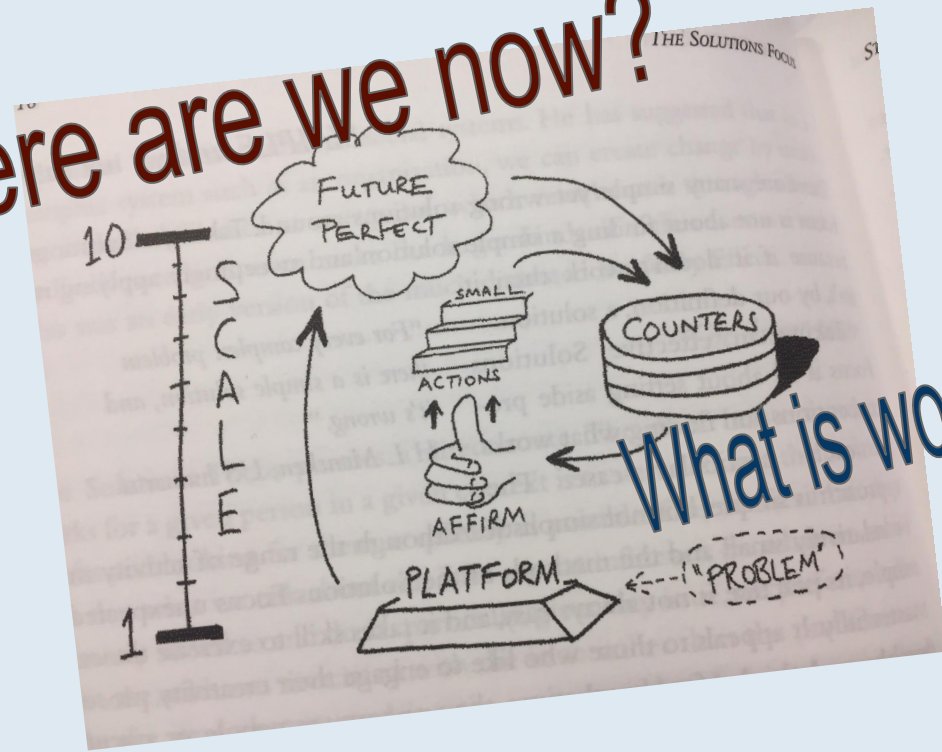
*What would 24 hours in the life of our team look like?*



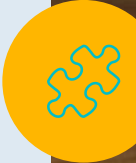


# Scales and Counters

## Where are we now?



## What is working well?





*'find out what works and do more of it'  
(Jackson & McKergow. 2012, p. 205).*



## Small Steps



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“

*...Significantly though, change comes not only from thinking but from acting; 'Note the emphasis on doing something differently – rather than just thinking, not doing and then feeling surprised that nothing happened' (Jackson & McKergow, 2012, p. 222)*





*'testing in the world and getting feedback, rather than musing in your head and appreciating more about what you are thinking,[which] is the pragmatic heart of the Solutions Focus' (Jackson & McKergow, 2012, p. 222).*





Thanks!  
Any questions?







## Team Reflection

WWW:

- PROVIDED AN OPPORTUNITY FOR TEAM MEMBERS WHO DON'T USUALLY WORK TOGETHER TO DO SO,
- THE 'HOT TOPICS' AND PROTOCOL FOR PRIORITISING THEM WAS EFFECTIVE,
- TIME GIVEN TO 'PLATFORM' EXPLORING WHAT WE WANTED TO BE BETTER

EBI:

- MORE TIME TO FOCUS ON 'FP' & THE DETAIL - (WAS TOO HIGH LEVEL - *VISION*)





## Reflection discussion Facilitator & co-leader - where to next?

- A GREAT START TO TEAM BUILDING
- GOOD FEELING IN THE ROOM
- THE 'FP' WAS CONFUSED WITH VISIONING WORK WE HAVE DONE IN CHANGE2 COURSE. TOO ABSTRACT!
- WE NEED TO REVISIT THE ABOVE

### FACILITATOR'S NEXT STEPS:

- EARS ACTIVITY (INSOO KIM BERG)
  - ELICIT SOMETHING THAT IS BETTER
  - AMPLIFY ON THIS - WOW TELL ME MORE
  - REINFORCE - SOMETHING YOU ARE IMPRESSED WITH
- FUTURE PERFECT - MORE SPECIFIC ABOUT THE THINGS WE WISH TO SEE UNDER EACH OF OUR HEADINGS
- SCALE ACTIVITY AGAIN - BUT THIS TIME MULTI-SCALE ONCE WE HAVE BETTER DETAIL. EVERYONE COMMIT TO AN ACTION AND VERBALISE





ICON eLearn/  
Communications  
Team  
*Workshop 2*

20 June 2017



***“Work together as an effective team”***



# Relationships

Respectful

Communication

Responsive    Respectful    Relationships    Collaboration    Processes    Quality Assurance    Communication

REACTIVE

I respect the

RESPECTFUL

Team consensus

Collaboration

Attention to detail

GOOD Communication

OPEN TO CHANGE

Listen to each other

Understanding of each others work

Regular Catch Up Meeting share priorities/ issues/ successes and communicated

Don't ignore the data - act quickly

Being Present

I am treated / Trustworthiness

Build up relationships

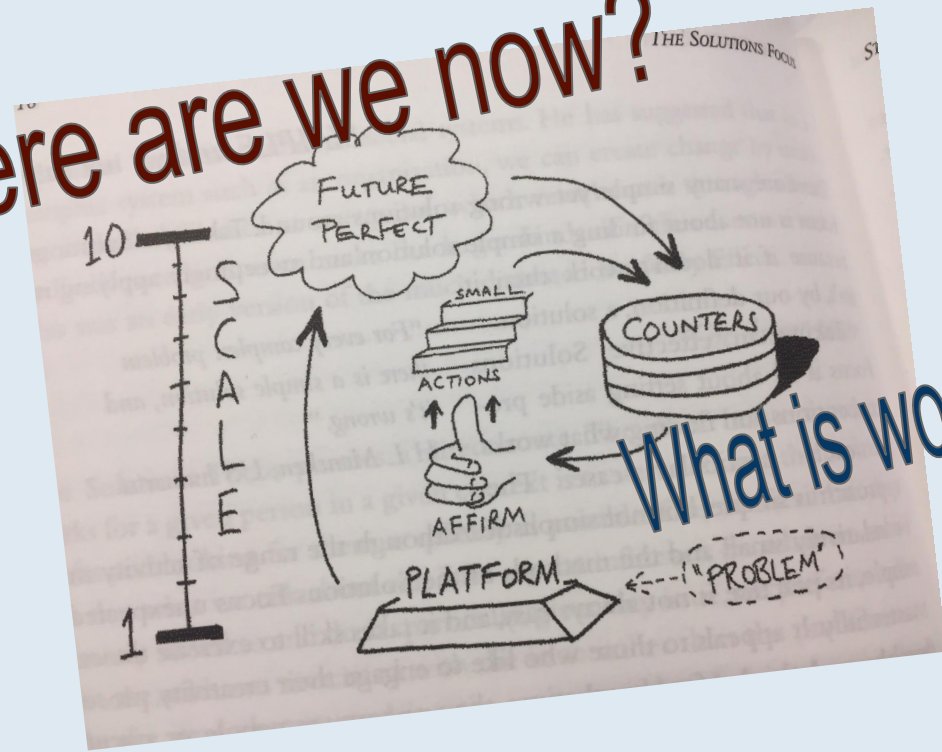
Building Trusting Relationships

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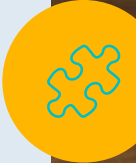


# Scales and Counters

## Where are we now?



## What is working well?





## Small Steps



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*'find out what works and do more of it'  
(Jackson & McKergow. 2012, p. 205).*





## What's better since last time?

- EARS activity
  - **Elicit** something that is better
  - **Amplify** on this - Expand on this thing that's better
  - **Reinforce** - Affirm something you are impressed with



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Sebastian ter Burg





***“Work together as an effective team”***

**Communication, Relationship, Respect**

# Future Perfect

**In 6 months time if we meet again like this.**

***What is better? How do we notice things are better?***

***What are you most proud of?***

**BE SPECIFIC**



# Let's get specific



## Communication

...connected to regions and diocese, JGH levels

2 way communication

Sharing important team information ...who's here; away; what's on

Weekly/daily update - standup

Collective problem solving approach - building capacity

## Relationships

...building relationships through communication

Cohesiveness

Morning tea together

Lunch together

Informal chats

Seeking help

## Respect

...inclusive

Keep informed

Sharing expertise and resources

Active listening

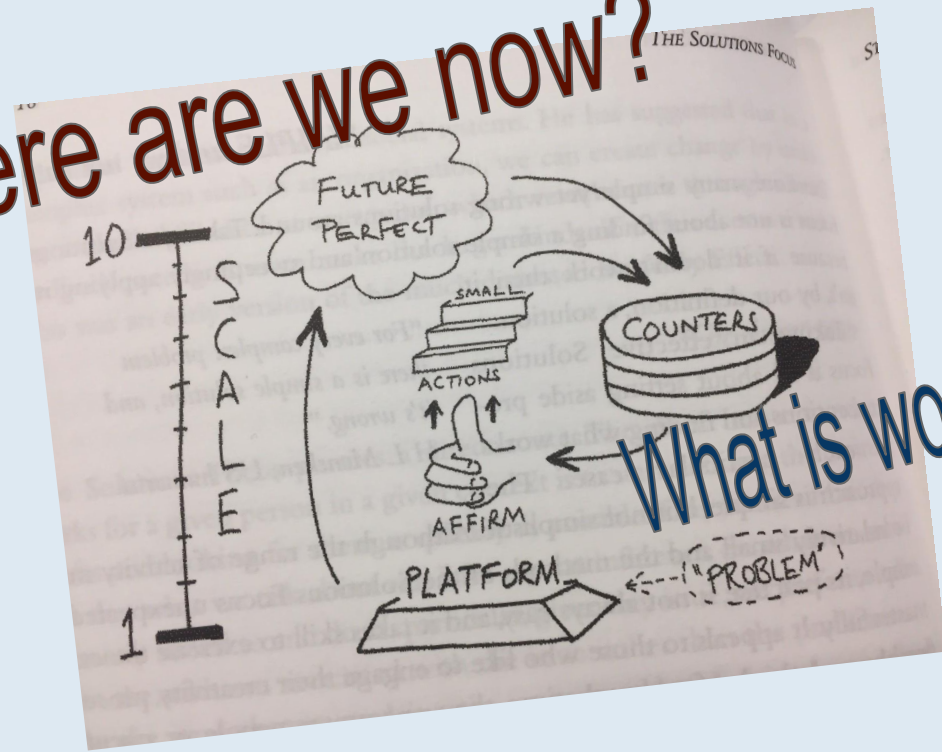
Awareness of others - checking in

affirmation



Multi scaling

Where are we now?



What is working well?







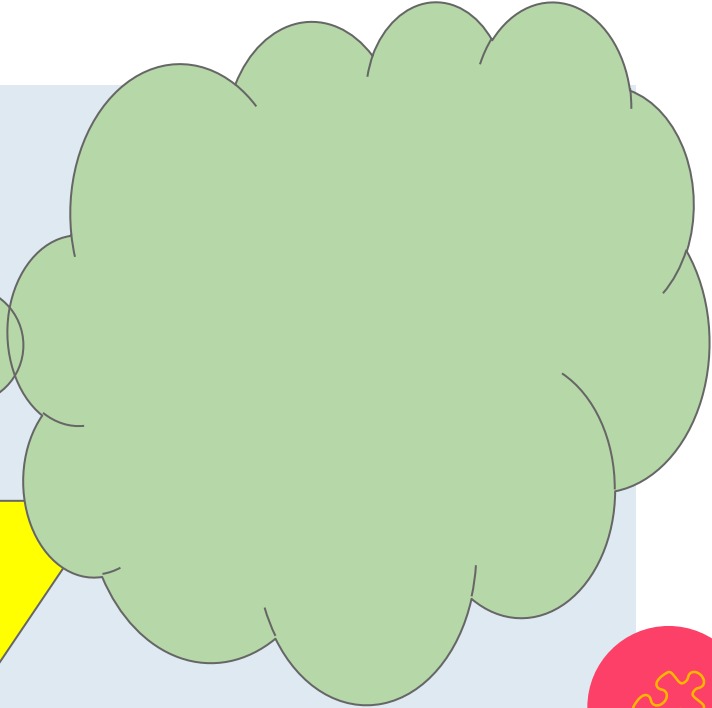
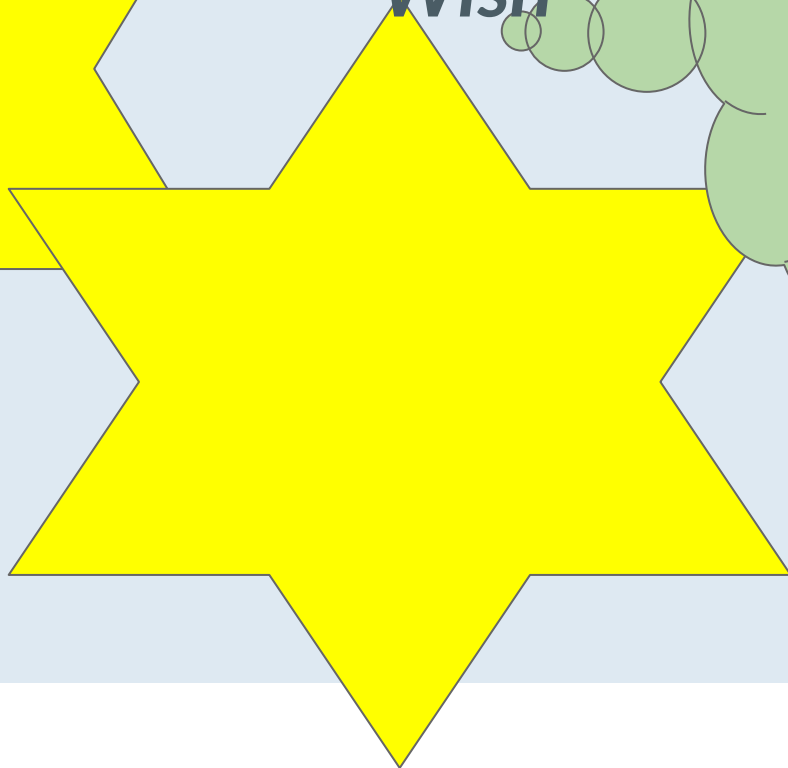
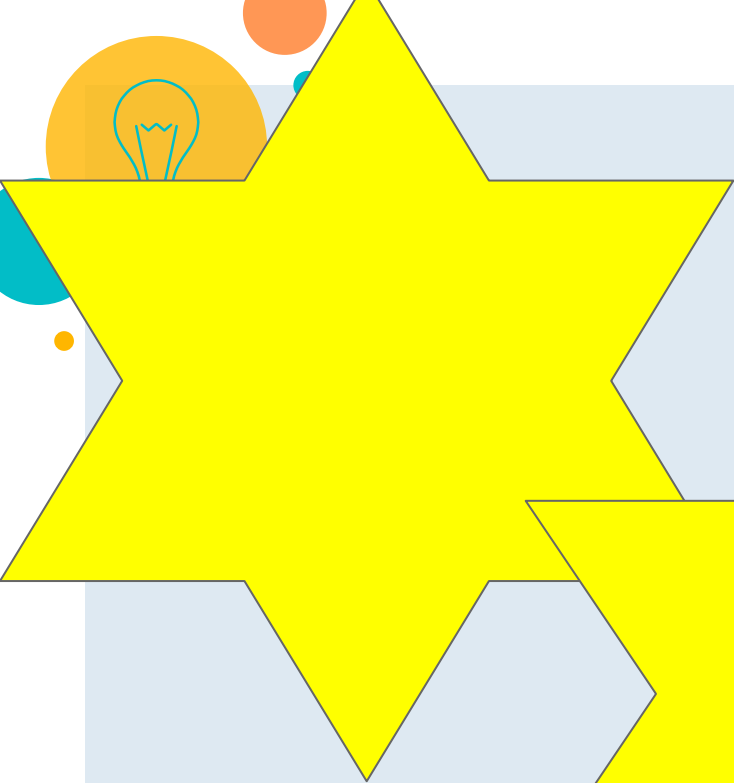
# SF and Teams - The pragmatic heart

The focus is on **“testing in the world and getting feedback, rather than musing in your head and appreciating more about what you are thinking...”**

The Solutions Focus P.Z.Jackson & M. McKergow p222



# *Two Stars and a Wish*

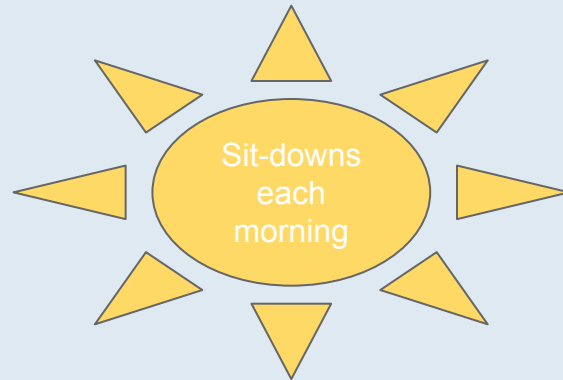
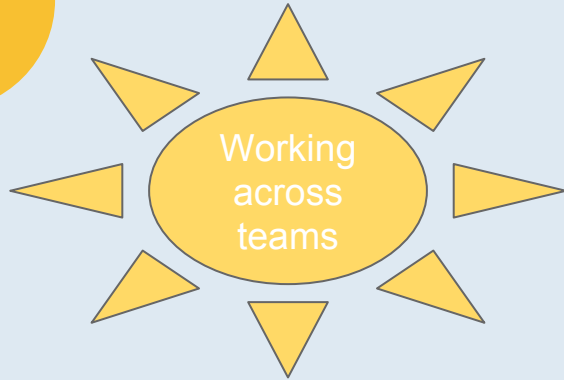


# Two Stars and a Wish

- Team participation
- Right amount of time and frequency of workshops

- Getting others perspective during activities -- making you think out of your comfort zone
- Giving and receiving feedback on professional performance and achievements - bit like 360 degree feedback

- Hold workshops with other ICON teams
- Adding some 'fun' to our get-togethers ie. Team Lunches etc





Whats App for  
communication

Team  
greetings in  
the office

Wish???





*Hearing  
from others  
- a  
different  
perspective*

*The 'team'  
approach is seen as  
important*

*Could we add some  
'fun' to team  
workshops? It can get a  
bit serious - or  
perhaps replace a  
workshop with a team  
lunch, something  
informal and fun?*







## Facilitator & co-leader - Reflection on where to next...

- SOME TEAM MEMBERS ARE NOT SPECIFIC ENOUGH IN IDENTIFYING WHAT WE NEED TO DO IN DEVELOPING OUR THINGS WE NEED TO GET RIGHT.

### Facilitator's Next steps:

- REVIEW OUR SPECIFIC BEHAVIOURS THAT WE MUST GET RIGHT TO BECOME OUR CHARTER (PROVIDE A STRUCTURE)
- SF REFLECTING TEAM PROBLEM SOLVING ACTIVITY  
USING THE HANDOUT [SFRT](#) (.PDF), RUN A SOLUTION FOCUSED REFLECTING TEAM WITH A GROUP OF AT LEAST THREE OTHERS.
- AFFIRMS WITH TEAMS (p192 - 193 SF COACHING P. JACKSON & M.MCKERGOW)
- DISCUSS - NEEDS, REQUESTS, IDEAS FOR FUTURE WORKSHOPS/ MEETINGS





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Team  
*Workshop 3*

24 July 2017



# Recap....





Relationships

***“Work together as an effective team”***

Respectful

Communication



Let's get more specific from what we listed last time...

**We** <verb> enable display promote build demonstrate enact

### **Communication**

### **By (list behaviours)**

...connected to regions and diocese, JGH levels

2 way communication

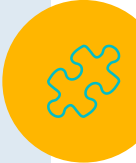
Sharing important team information ...who's here; away; what's on - possibly use What's App

Weekly/daily update - standup

Collective problem solving approach - building capacity

Shared ICON Calendar

***To Work together as an effective team***





Let's get more specific from what we listed last time...

**We** <verb> enable display promote build demonstrate enact

### **Relationships**

### **By** (list behaviours)

...building relationships through communication

Cohesiveness

Morning tea together

Lunch together

Informal chats

Seeking help

***To Work together as an effective team***







Let's get more  
specific from  
what we listed  
last time...

**We** <verb> enable display promote build demonstrate enact

**Respect**

**By** (list behaviours)

...inclusive

Keep informed

Sharing expertise and resources

Active listening

Awareness of others - checking in

affirmation

***To Work together as an effective team***



Let's get more specific...



**We** encourage clear

**Communication**

**By**

- Using a range of means of communication e.g. What's App, email, shared ICON calendar, formal/informal discussion
- Warmly greet one another each day
- Engaging in a stand up meeting at 9am each day on Mon/Wed/Fri;
- Holding additional meetings if something eventful needs to be communicated
- Actively participating in meetings and actively listening to others (regardless of whether or not the content directly affects you and/or the team)
- Sharing important team information (e.g. who's here/away; what's on) using What's App
- Positively and appropriately communicating with other CEM staff, regional and diocesan staff
- Approaching others with suitable expertise to seek input for collaborative problem solving and for building capacity

***To Work together as an effective team***





Let's get more  
specific

***We foster  
relationships  
by***

Appreciating team members for who they are and what they bring to the team

Ensuring there is clear communication

working towards a team consensus that appreciates other points of views

Including others

Valuing social connections within and outside of the team eg: lunches

Seeking assistance or perspective from other team members when needed

***To Work together as an effective team***





Let's get more  
specific

**We show**

**Respect**

***By***

Participating in and arriving on time to team meetings

Informing colleagues of our whereabouts and giving updates

Sharing expertise and resources

Actively listening to concerns of colleagues and helping where possible

Celebrating successes of colleagues

Using appropriate language and understanding boundaries

***To Work together as an effective team***





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elynxxsolutions

# Stop & Reflect



SF Reflecting Team  
Problem Solving  
activity

Groups of 3







## Affirms with Teams

What is it that  
makes you a  
valuable member of  
the team?



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Kingstowncapitalmanagement





## Affirms with Teams

*What is it that makes you a valuable member of the team?*

*What else ? ... up to ten times...*

Alternative questions

- How does that show?
- What is the smallest sign of that?
- What do others appreciate?



# Team Reflection



## WWW

- COMING TOGETHER FORCES US TO STOP & FOCUS ON TEAM
- ADEQUATE TIME - GET IT DONE!
- METHOD TO INCREASE RELATIONSHIP PRODUCTIVITY RESPECT - ENFORCES CHANGE FOR TEAM
- INTERACTING WITH PEOPLE WE DON'T NORMALLY INTERACT WITH

## EBI (IN THE FUTURE )

- THEY (WORKSHOPS) ARE NOT IN THE AFTERNOON -
- WE HAD MORE FUN (BALANCE OF ACTIVITY)
- WE HAD AN OPPORTUNITY TO DO THIS WITH THE WIDER ICON TEAM
- WE HAVE ICON FOCUSED FORUMS INVOLVING ALL OF ICON
- WE PERSEVERE WITH THESE WORKSHOPS
- WE HAD A MORNING TEA ONCE A MONTH OR LUNCH



## Credits

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by [SlidesCarnival](#)
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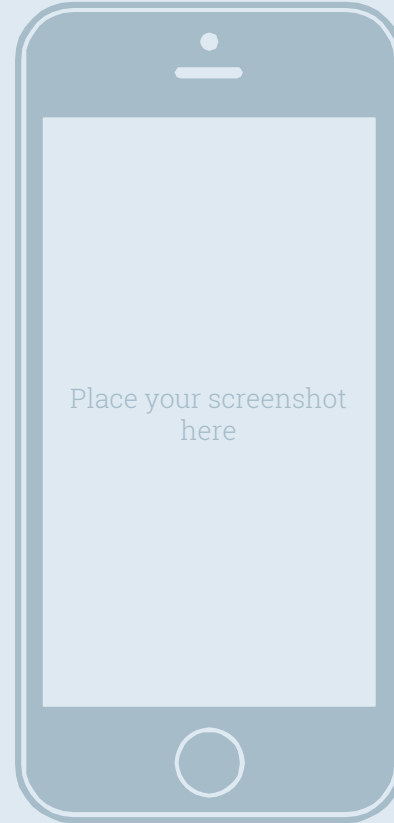
Examples:





## iPhone project

Show and explain your web, app or software projects using these gadget templates.







Now you can use any emoji as an icon!  
And of course it resizes without losing quality and you can change the color.  
How? Follow Google instructions  
<https://twitter.com/google/docs/status/730087240156643328>



and many more...

