The Secret to Inclusive Teamwork

INTEGRIS
PERFORMANCE ADVISORS

Your Guides: Brett Cooper & Evans Kerrigan

INTEGRIS PERFORMANCE ADVISORS

Expanding the existence of healthy organizations and great places to work

SolvingThePeopleProblem.com

What All Teams Want

Results

What All Teams Need

Results

Accountability

Commitment

Conflict

Trust

These five behaviors
form the framework of
a cohesive and inclusive team

To truly be cohesive and inclusive, teams must:

➢ **Trust One Another**
When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.

➢ **Engage in Conflict Around Ideas**
When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.

➢ **Commit to Decisions**
When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.

➢ **Hold One Another Accountable**
When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.

➢ **Focus on Achieving Collective Results**
The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.
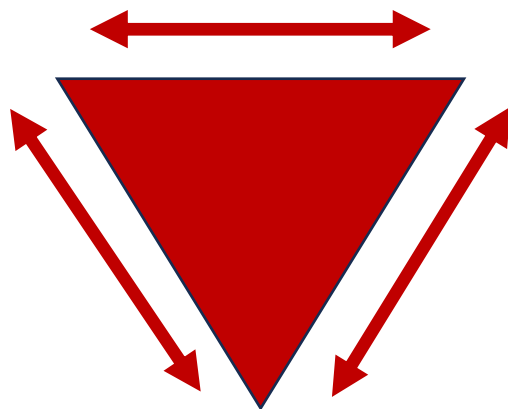
From DDT (Dreaded Drama Triangle)

Source: *The Power of TED** by David Emerald

Persecutor

Controls others through blame, criticism, and oppression.

Rescuer

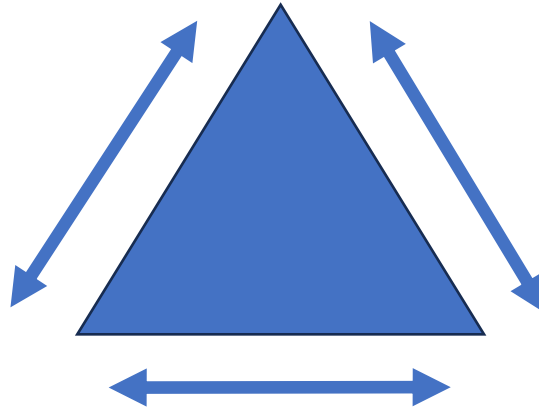Fosters dependency by reliving the Victim of taking responsibility.

Victim

Thinks they are powerless and at the mercy of circumstances. Unwilling to take responsibility for outcomes.

To TED* (The Empowerment Dynamic)

Source: *The Power of TED** by David Emerald

Creator
Takes responsibility for initiating action
to achieve desired outcomes

Challenger
Sparks learning by
challenging assumptions
and the status quo.

Coach
Empowers people
through inquiry to help
them gain clarity

Common Reasons People Hold Back

Not wanting to be a burden

Not wanting to be exposed

Fear of disapproval

Fear of a loss of control

Fear of looking foolish

Not wanting to appear incompetent

Avoid the VICTIM mindset.

Instead, assume a CREATOR mindset.

What if….

Admit your mistakes.

Fear of Looking Foolish

What if….

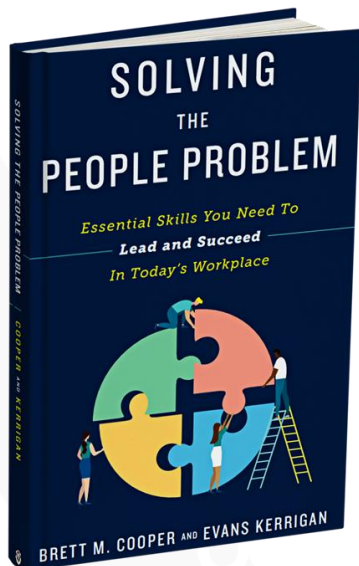*Challenge the status quo.*

Not wanting to be a burden

What if….

Ask lots of questions.

Fear of disapproval

New Rules for Teamwork

Solving the People Problem with DiSC-EQ

SOLVING THE PEOPLE PROBLEM
Essential Skills You Need To
Lead and Succeed
In Today's Workplace
BRETT M. COOPER AND EVANS KERRIGAN

amazon
#1 Best Seller

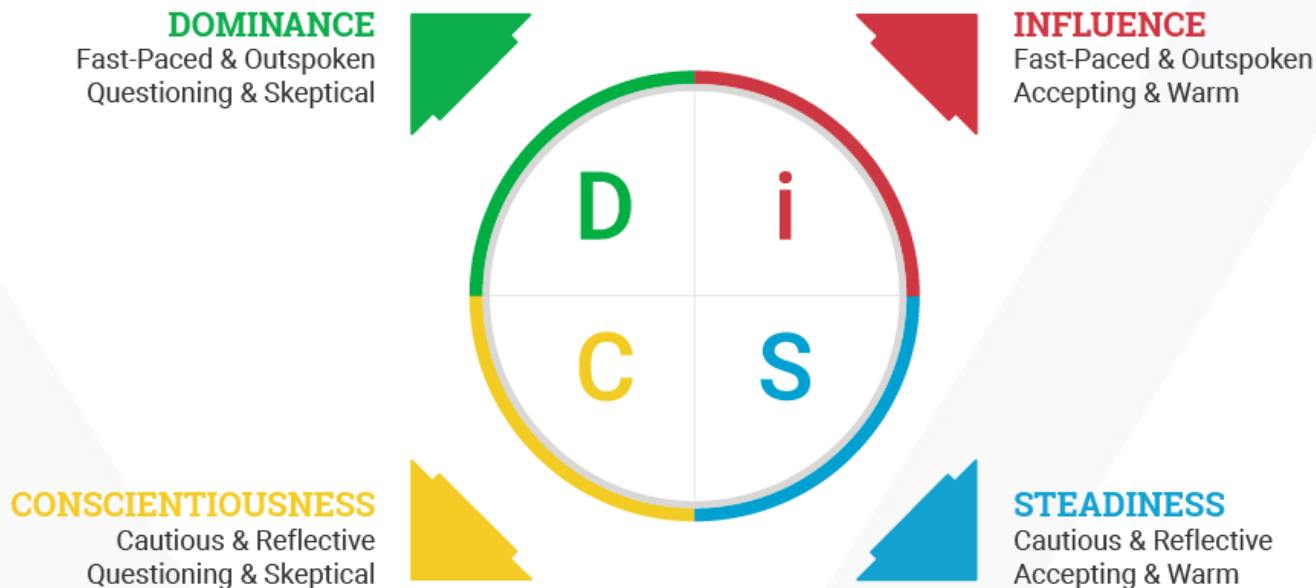|	Awareness	Application
Self	Know Your Style	Choose Actions Wisely
Others	Know Other Styles	Adapt Behavior for Mutual Benefit

Understand & Honor Different Styles
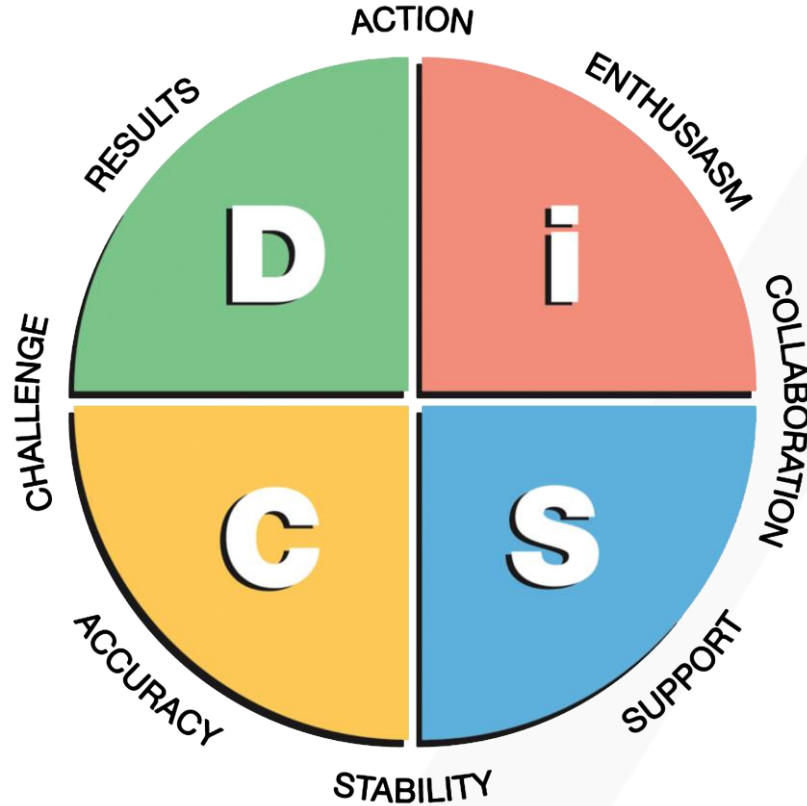
Estimating Your (and Other's) DiSC Style
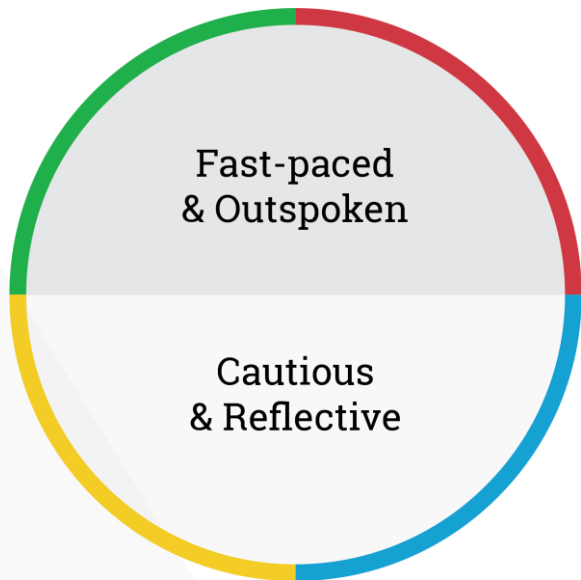
Estimating Your (and Other's) DiSC Style

DOMINANCE
Fast-Paced & Outspoken
Questioning & Skeptical

INFLUENCE
Fast-Paced & Outspoken
Accepting & Warm

CONSCIENTIOUSNESS
Cautious & Reflective
Questioning & Skeptical

STEADINESS
Cautious & Reflective
Accepting & Warm

Discussing Your Style with Colleagues

Spirited debater
Tends to be expressive and show conviction during debate

Calm debater
Tends to use measured dialogue and remain largely unruffled

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▲ How do you show disagreement?

▲ How do you typically feel when conflict gets tense?

Discussing Your Style with Colleagues

Spirited debater
Tends to be expressive and show conviction during debate

⟵⟶

Calm debater
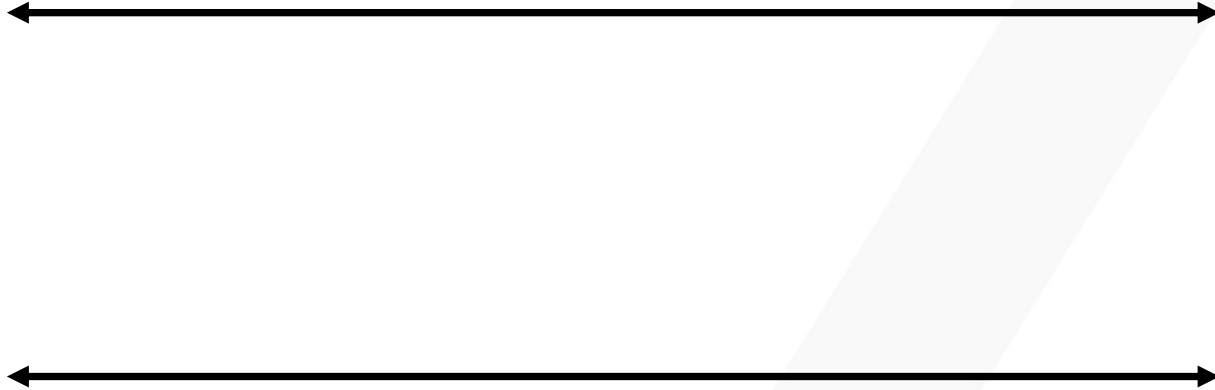Tends to use measured dialogue and remain largely unruffled

Receptive
Stays open to the ideas of others

⟵⟶

Steadfast
Holds firm to own opinions

Dominance

Destructive tendencies
insensitivity, impatience, creates win-lose situations, refuses to bend, overpowers others

Productive tendencies:
straightforward with opinions, acknowledges tough issues, willingness to have objective debates

influence

Destructive tendencies
becomes overly emotional, talks over others, impulsiveness, glosses over tension, makes personal attacks

Productive tendencies:
communicates empathy, encourages open dialogue, provides reassurance, verbalizes emotions

D **i**
C **S**

Productive tendencies:
finds the root cause of the problem, sorts out all the issues, gives people space, focuses on the facts

Productive tendencies:
shows flexibility, looks out for people's feelings, communicates tactfully, listens to others, finds compromises

Destructive tendencies
defensiveness, uses passive-aggressive tactics, becomes overly critical, isolates self, overanalyzes the situation

Destructive tendencies
withdraws, gives in to please others, ignores problems, lets issues simmer beneath the surface, avoids tension

Conscientiousness

Steadiness

The ACE Listening Model

Step	Example
ATTENTION	• Avoid distraction, internal and external
CURIOSITY	• The mindset for learning while you listen • Viewing content and context for clues
ENGAGEMENT	• Open-ended questions • Checking for understanding

The Caring Feedback Model

Step	Example
Explain your positive purpose.	"As we all work hard to accomplish our work for the team and our customers…"
Ask permission to give feedback.	"May I give you my perspective on something?"
Describe the specific behavior you noticed or heard about.	"I noticed you finishing your paperwork when a customer approached you needing help."
Name the consequences – for you, your team, customers, and the organization.	"I imagine that this came across as disregard to the customer, and that doesn't fit with our organization's customer focus."
Offer a pinch of empathy.	"Now I realize you were in the middle of something, and it's hard to be interrupted."
Offer your suggestion, request, or expectation.	"Still, I think it's important to set aside what you're doing when a customer approaches so you can attend to them immediately. That would clarify that they are your priority."