AUSTIN URA

BOARD TRAINING

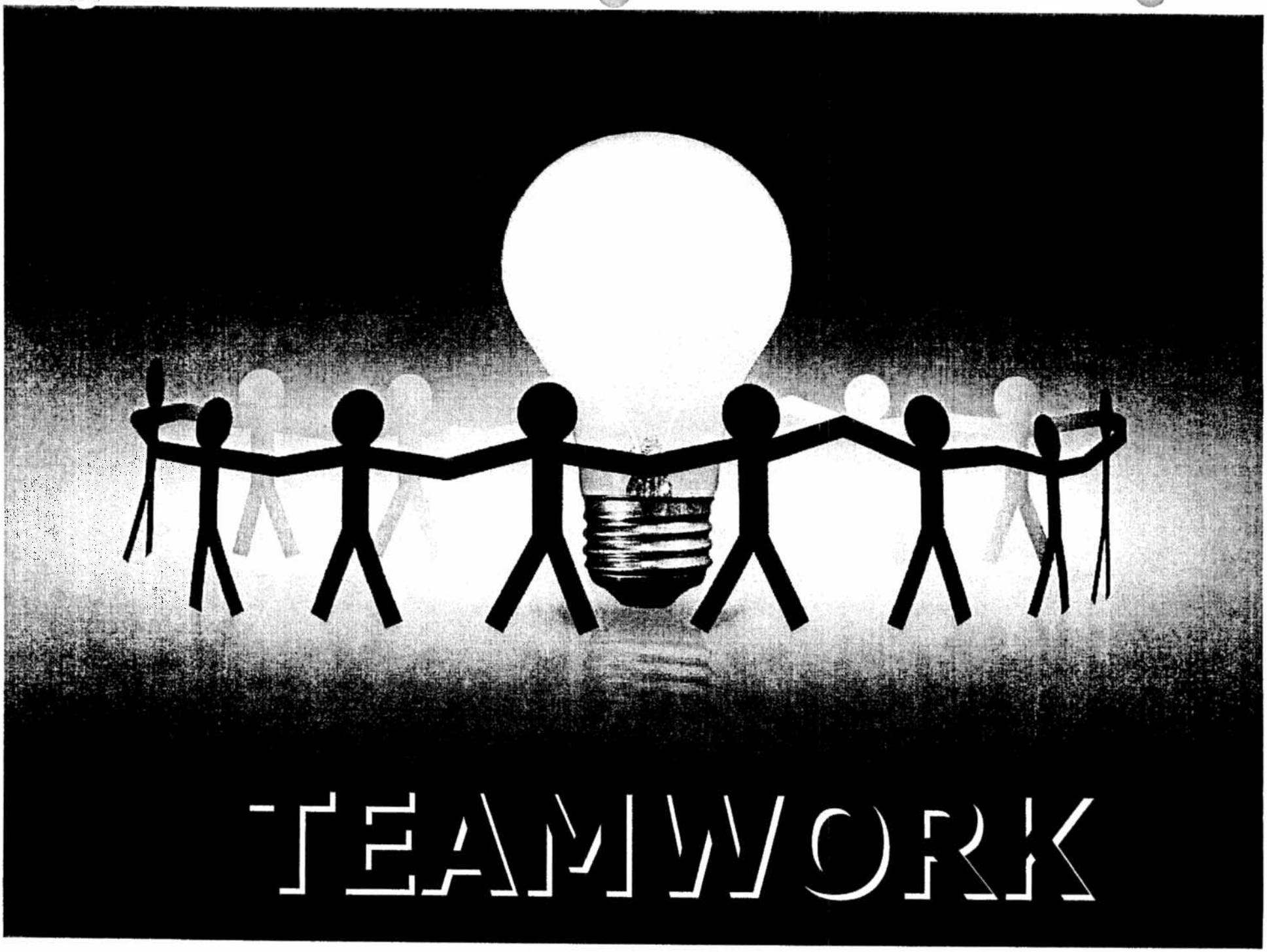
Our Goals for today

- Provide you with an overall view of working as a team.

What's it all about?

As a Commissioner on the Austin URA you are a pivotal partner in determining the future of your community.

What's it REALLY all about?


TEAMWORK

TEAMWORK

Team member obligations:

- Communication among other team members
- Making and meeting commitments
- Participation in the Team's Activities

TEAMWORK

- Communication is essential to success
- There cannot be a successful team without effective communication
- The best communicators are great listeners.

TEAMWORK

COMMUNICATION = LISTENING + TALKING

TEAMWORK

Five levels of listening

- Ignoring
- Pretending
- Selective
- Attentive listening (focus on the words being said)
- Empathic listening (with the intent to understand)
- Be an active listener, make sure speaker knows that you are listening

Active Listening

- Look at the person speaking
- Maintain an open mind
- Pay attention
- Ask questions
- Repeat what the speaker says
- Listen for the feelings of the speaker
- Don't: Interrupt, change the subject, make up your mind before the person finishes speaking

TEAMWORK

Talking

- Express your ideas as clearly as possible.
  - Other team members will not know you ideas unless they are clearly expressed
- Ask for feedback from your ideas
  - What other people understand from your words is not always what you mean
- When problems arise, if solution is not reached by discussion, establish the problem and gathering more information may help

BEING A GOOD TEAM MEMBER

- Ask questions of people.
- Solicit opinions on specific matters.
- Make people feel as though they are a part of the team.
- If you disagree with someone--take time to explain why – respectfully.
- If you agree with someone's position---do likewise.

CONFLICT

- Conflict is indicative of introduction of variety of ideas
- Interpersonal conflict is unavoidable, but we can learn to manage it.
- Conflict management is essential to the success of the Team.

CONFLICT

Conflict is a natural phenomenon, neither inherently good or bad, but there may be positive or negative outcomes.

CONFLICT

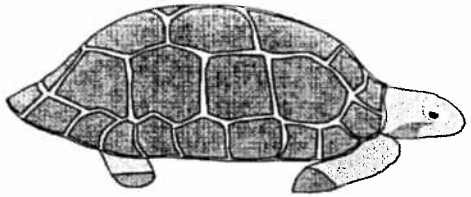
- Potential Negative Outcomes of Conflict:
  - Anger
  - Disagreement
  - Hostility
  - Threat
  - Anxiety
  - Competition
  - Tension
  - Violence
  - Destruction
  - Pain

CONFLICT

- Potential Positive Outcomes of Conflict:
  - Clarifying
  - Learning
  - Stimulating
  - Intimate
  - Courageous
  - Caring
  - Strengthening
  - Creative
  - Helpful
  - Enriching
  - Opportunity
  - Inclusive

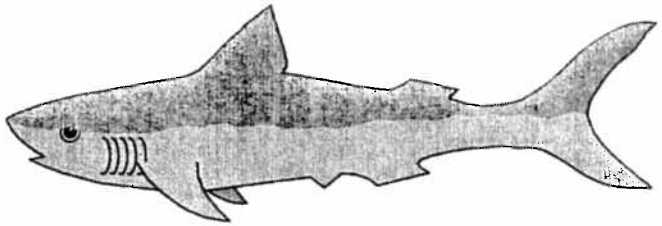
Personal Styles of Dealing with Conflict

- Turtle (Avoidance)



- Teddy Bear (Accommodation)

- Shark (Domination)



- Fox (Compromise)

- Owl (Integration)

Conflict Resolution

- It's likely that a person employs more than one style, depending on the situation, but usually one style dominates.
- Certain styles may be appropriate for certain situations.

Conflict Resolution

Like teamwork managing conflict constructively depends in large measure on clear, open, and honest communication

Conflict Resolution Skills

- Getting the facts
- Active Listening
- Defusing/managing anger
- Empathy skills
- Negotiating outcomes

Conflict Resolution Process

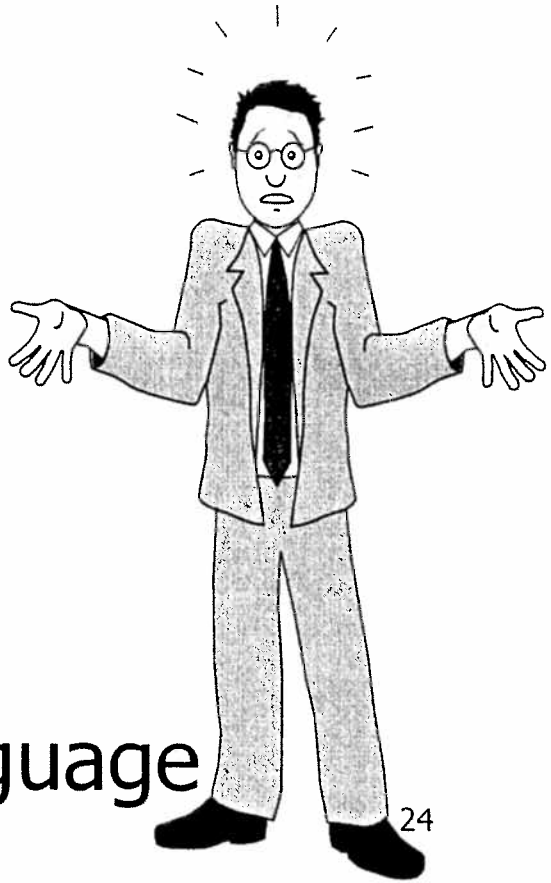
- Find a good time and place to talk.
- Discuss the problem - Clarify issues
  - Get all the facts
  - Use active (aka reflective) listening
  - Focus on the problem, not the person

Conflict Resolution Process

- Generate a variety of options; brainstorm
- Choose a solution that works for everybody
- Try the solution. If it doesn't work, go back to step three and renegotiate.

Roadblocks To Resolving Conflict

- Clashing Egos - Styles Of Conflicts
- Name calling
- Sarcasm/Ridicule
- Insulting
- Threatening
- Blaming
- Inflexibility
- Defensive body posturing/language



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Questions?

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