

Resolving Conflict and Motivating Teams

Team Performance and Teamwork
Keys to success for every manager

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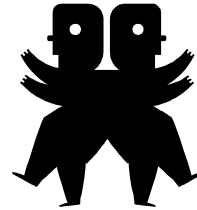
Conflicts Happen

- Everybody has a life history
- Different goals
- Different cultures
- Different personalities



Reasons for Conflict

- Control
- Expectations
- Incomplete, Incorrect, Contradictory Information
- Lack of Clearly Defined Roles
- Resources
- Stress
- Personality



Three Simple Steps

- Communicate Based on the Needs of Those Involved
- Identify Source of Conflict
- Follow a Process



Communication Styles

- Driver – Needs to win, loves control
- Analytical – Loves the past, thrives on details
- Amiable – Obliging to a fault, loves the team
- Expressive – All about the future, just wants to be heard



Identify Source of Conflicts

- Lay out ground rules up front
- No personal attacks
- Focus on actions, not people
- Remember it is very personal



Follow a Process



- Schedule a meeting
- Write down issues, keep notes
- Focus on Facts
 - Facts are facts because you saw it and you know for a fact you know what you saw.
- Avoid generalizations
- 2 to 1 rule
- Brainstorm solutions
- Define action plans
- Agree to disagree when you must.

Motivating Your Teams

- Motivated teams work hard
- Motivated teams have fun
- Everyone has different motivators
 - Recognition
 - Money
 - Time off
 - Prizes
 - Food
 - Etc...

People Success Principle

20% = 100 % = proactive

60% = 20% = reactive

20% = -20% = inactive

Top 20%

- Love work
- Do it well
- Give more responsibility
- Praise and reward often
- Give resources



Middle 60%

- Only what you ask
- Ask more
- Check it twice
- Say thank you

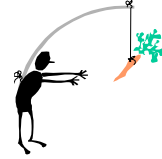


Bottom 20%

- Avoid work
- Fly below the radar
- Six month rule
- Counsel more
- Epiphany
- Check often
- Reward success



Motivation Tips



- 3 to 1 rule
- Ask for input and act on it where possible.
- Encourage problem solving.
- Tie raises to performance, not just seniority.
- Intrinsic value means something.
- Empower your team through Trust.
- Reward employees for outstanding work.
- Publicize the achievements.
- Set high expectations for your team.
- Communicate your expectations to your team.

More Motivation Tips

- Meet and greet daily
- Say good bye
- Manage by walking around
- Make it fun
- Create reward systems

An unmotivated team is a
reflection of your
motivation

