

# GLC2O Unit 1: Personal Management

## Activity 2: Team Skills

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### Overview

Throughout your life you will be continually called upon to work in team situations. It is important to employ the communication skills learned in the previous activity during these teamwork situations. In this activity learn a few more skill designed specifically to help you when working as part of a team.

### Lesson

#### *The Goose Story*

Next fall when you see geese heading south for the winter flying along in a "V" formation you might be interested in knowing what science has discovered about why they fly that way.

It has been learned that as each bird flaps its wings, it creates an uplift for the bird immediately following. By flying in a V formation, the whole flock adds at least 71% greater flying range than if each bird flew on its own. *People who share common direction and sense of community can get where they are going quicker and easier because they are traveling on the thrust of one another.*

Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to go it alone, and quickly gets into formation to take advantage of the lifting power of the bird immediately in front. *If we have as much sense as a goose, we will stay in formation with those who are headed the same way we are going.*

When the lead goose gets tired, he rotates back in the wing and another goose flies point. *It pays to take turns doing hard jobs.*

The geese honk from behind to encourage those up front to keep up their speed. *An encouraging word goes a long way.*

Finally, when a goose gets sick, or is wounded by a gun shot, and falls out, two geese fall out of formation and follow him down to help and protect him. They stay with him until he is either able to fly or until he is dead and they launch out on their own or with another formation to catch up with the group. *If we have the sense of a goose, we will stand by each other like that.*

#### **Positive and Negative Reactions**

The reactions that other people have towards us can have an effect on how we feel and act. If we enter a new situation and people are friendly and welcoming, we tend to be more comfortable and less shy. However, if they are openly hostile or just not making an effort to meet us, we tend to be shy or very uncomfortable. This is the same in many situations: if we feel that we are being judged, then we will become defensive; however, if we feel that people are accepting us as we are, then we tend to be more

open with them. It is important that we treat people with respect at all times. It is the way that we would like to be treated, so it is important that we treat everyone that we meet in the same manner.

### ***Respect***

There are lots of ways of communicating disrespect intentionally or unintentionally. Have you ever done any of the following?

- Interrupt a conversation
- Not look at people when talking to them
- Make fun of someone's ideas, beliefs, or feelings
- Try to control the conversation by giving unwanted advice
- Put people down for the way they look, talk, or dress
- Call people names like psycho, dork, and weirdo
- Yawn without trying to cover it
- Show boredom and lack of interest in a speaker's feelings, experiences, and ideas
- Not see a speaker's value as a person
- End a conversation abruptly
- End a conversation if someone disagrees with you
- "Turn off" listening to someone because you're too busy making judgments
- Dismiss people who aren't attractive enough, smart enough, popular enough, the same colour as you, the same religion, etc.
- Ignore people who aren't interesting or useful to you
- Turn up late without apology or explanation

### ***Conflict Resolution***

70% of the issues we come into conflict over don't need to be solved; they just need to be discussed. Sometimes reaching a compromise is easier than it seems.

When two people really talk about their issues, their needs, and possible solutions, they sometimes discover that the conflict is one more of misunderstanding than disagreement.

Conflict is likely to arise anytime two or more people work together. If not resolved in a way that all parties can accept, conflict can lead to broken relationships, emotional stress, and even violence. For this reason, conflict resolution is a skill worth developing in the workplace and beyond.

When you come into conflict - and you will - it is best not to take it personally. Instead, make a point of learning from it. When properly dealt with, conflict can be a healthy experience. Usually, both disagreeing parties have valid points to make. It's worth keeping this in mind, especially in a heated situation when people may not be speaking or acting rationally.

You cannot begin to resolve a conflict until two conditions have been met:

- you must understand the other person, and
- you must feel understood

<b>Conflict Resolution How-To Guidelines</b>	
<b>Guidelines</b>	<b>Description</b>
1. Listen to the other person's description of the conflict.	Don't attempt to explain, contradict, or otherwise interrupt. You'll get your chance to speak when the other person has finished.
2. Describe the conflict from the other person's point of view.	Rephrasing the other person's description does two things: it helps you to understand his or her point of view, and it gives the other person a chance to correct any mistaken impressions you have formed.
3. Suggest solutions to the problem in a non-judgmental way.	Both parties should feel free to suggest solutions. Don't immediately accept or reject any possibilities - for now, you just want to think of all the options. The more options you have, the more likely it is that you will be able to resolve the conflict.
4. Evaluate the options together.	Look for solutions that will satisfy both parties.
5. Choose an option that meets your needs as well as those of the other person.	Sometimes this is easily done; sometimes you both have to compromise. Ideally, both parties should go away feeling that their needs have been acknowledged and addressed.

### **Leadership**

What is a leader? Leadership means different things to different people. It is not always defined as a fixed role or a specific task assigned to one person. At different times of your life, you might demonstrate leadership qualities -- as a team leader, a classmate, a friend, a family member, an employee.

Leadership is putting effort into getting other people to work towards a goal you believe is worthwhile. This doesn't mean you force people to do what you want them to do. Rather, a leader tries to influence others to accept an idea and to become an active part of a plan to make that idea reality.

The essence of leadership is communication. Your effectiveness as a leader is directly related to your approach and your ability to communicate clearly.

There are many styles of leadership, and no single style is "best." Each depends on the situation, the leadership style appropriate to the situation, the personalities of the team or group members, the tasks to be accomplished, and the decisions to be made. The main distinction or difference among the different leadership styles is the leader's relationship with team members.

Below is a leadership styles list. Notice that as the leader's control decreases, the team's involvement increases. Every situation requires a different style of leadership and every team or social group requires a different level of control from its leader. A person who is well suited to lead one group may be more effective as a team member or group member (not a leader) in another situation. You can expect to play both roles at different times in your life.

#### **1. Leader as TELLER**

- gives direction; tells team members what to do
- tells team how to do it
- assumes team members have all the information they need to solve problems
- makes decisions
- doesn't "waste time" interacting with the team

#### **2. Leader as DELEGATOR**

- identifies boundaries; defines areas of responsibility
- hands responsibility over to team
- expects results

#### **3. Leader as PERSUADER**

- includes team members in decision making
- makes final decisions
- encourages co-operation from the team to execute plan

#### **4. Leader as CONSULTANT**

- encourages team participation and input in decisions
- makes final decisions based on consensus
- acknowledges team members' expertise / opinions
- consults with the team

#### **5. Leader as JOINER**

- sees self as a member of the team
- follows the overall desire of the team
- steps down as "leader"

## Assignment

1. After reading the Goose Story, what role do you play on a team – a lead goose, a helper goose, a backup goose, a goose in need, a honker from behind or a nurse goose? Explain using a personal example.
2. Why is it important to treat everyone with respect? Describe a time when you have disrespected someone either intentionally or unintentionally.
3. What two conditions must be met in order to resolve a conflict?
4. What are 5 “How-To” guidelines for resolving a conflict?
5. If you were put in the situation of being a group leader, which leadership style would you choose to follow? Describe why using an example.
6. Who do you think is a good leader in the world? Provide and explain 3 characteristics that make that person a good leader.