



Super Project Teams: How Using RESPECT Can Lead to Explosive Performance

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Welcome to the PMI Houston Conference & Expo and Annual Job Fair 2015

- Please put your phone on silent mode
- Q&A will be taken at the close of this presentation
- There will be time at the end of this presentation for you to take a few moments to complete the session survey. We value your feedback which allows us to improve this annual event.

Agenda

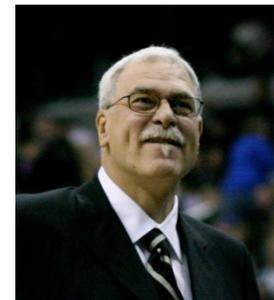
- What is a Super Project Team
- How the RESPECT MODEL WORKS
- Recognition-Empowerment-Support-
- Partnering-Expectations-Consideration-Trust
- Assembling the Team
- How Does Your Team Rate
- Diversity Works
- The Good- The Bad- The Ugly
- Super Tips

What is a “Super Project Team”

- Definition what makes them tick
- How Engagement is different than Motivation
- Team Me Players vs Team We Players
- Working with Super Stars

“The strength of the team is each individual member. The strength of each member is the team”—

Phil Jackson, Coach & GM New York Knicks



Why human beings care so much about being respected

- *“I’m not concerned with you liking or disliking me, All I ask is that you respect me as a human being.” - Jackie Robinson*



What is a Super Project Team?

- The Relationship between respect and survival
- Is Maslow Correct ?
- Relationship between Respect and being a Powerful leader

Super Project Teams

- Different forms of RESPECT
- Characteristics associated with people with Respect
- Impact of Disrespect on the team
- Behaviors that demonstrate Respect & Disrespect
- Tips for dealing with team bullies

Who do you respect?



Super Project Teams — Signs of Disrespect

- Gossiping
- Accusing others
- Bragging
- Condescending
- Ignoring others
- Being inattentive
- Jump to conclusion
- Unreasonable
- Passive Aggressive
- Late for meetings
- Berating others
- Dictating to others
- Demeaning
- Hypocritical
- Interrupting others
- Lying
- Vulgar language
- Invading Privacy

Super Project Teams Dealing with Bullies

- Confront the Bully
- Document & Keep a record of bullying behaviors
- Call the manager and present the documentation
- Keep your interactions as professional and public as possible so others can witness

SUPER Project Team Information — RESPECT

- RECOGNITION
- EMPOWERMENT
- SUPPORTIVE FEEDBACK
- PARTNERING
- EXPECTATIONS
- CONSIDERATION
- TRUST

Super Project Teams — Recognition

- Say thanks
- Catch People doing the right thing
- Ignoring good behavior is the worst
- Expect the best and you will get it
- Be Strategic
- Praise is FREE
- Send shout outs
- Sending notes
- Tell the team what a person did
- Bring coffee, food- whatever it takes

Super Project Teams — Empowerment

- What is Empowerment
- Lower Resistance to Empowerment
- Offer cross training opportunities
- Don't ask permission
- Audit teams skills
- Take an expert to lunch
- Establish clear decision making
- Remove Barriers

Tips For Super Project Teams —Supportive Feedback

- Coaching is a skill
- Asking the right questions
- “Constructive Feedback” is expected
- *Super Tips make you, the team member and the team “super stars”*

Super Tips on Empowerment — Giving Feedback

- Ask Permission
- Pull Don't Push
- Focus on behavior
- Avoid judging
- Be empathic
- Include what worked
- Listen and Ask ?
- Team WE approach
- Be straight
- Describe behavior impact
- Be selective
- Choose right time
- Focus on going forward

Rate Your Super Project Teams

1. Recognition	Rating
Team Members feel acknowledged and appreciated for their contributions. Team Leaders regularly recognize deserving team members, and people are rewarded based on their performance.	
2. Empowerment	Rating
Team Leaders provide Team Members with the tools, resources, and training to succeed. Team Members experience high levels of autonomy and are encouraged to take risks. Team Leaders take the initiative to communicate with Team Members and ensure that they are equipped to succeed, not fail.	
3. Supportive Feedback	Rating
Team Leaders provide Team Members with timely, specific feedback in a supportive, sincere, and constructive manner. Feedback is delivered for the purpose of reinforcement and improvement – never to embarrass or punish.	
4. Partnering	Rating
Team Members are treated as business partners and actively collaborate in business-making decisions. They receive financial information, understand the big picture, and are given wide latitude in decision making. Team Leaders serve as advocates for their Team Members' development and growth. Team members and departments actively communicate and share information with one another.	

Rate Your Super Project Teams

5. Expectations	Rating
<p>Team Leaders ensure that goals, objectives, and business priorities are clearly established and communicated. Team Members know precisely the standards by which their performance is evaluated and are held accountable for meeting their performance expectations.</p>	
6. Consideration	Rating
<p>Team Leaders, managers, and team members demonstrate consideration, caring, and thoughtfulness toward one another. Team Leaders actively seek to understand Team Members' opinions and concerns and are understanding and supportive when Team Members experience personal problems.</p>	
7. Trust	Rating
<p>Team Leaders demonstrate trust and confidence in Team Members' skills and abilities. Team Members trust that their Team Leader will do right by them. Leaders keep their promises and commitments and, in return, are trusted by Team Members.</p>	
Total	Action

Super Project Teams — Partnering

- Clear Vision
- Core Values
- Culture
- Clear Roles & Responsibilities
- Roles & Synergy
- Cross training
- Competence
- Clear Goals
- Commitment
- Collaboration
- Character
- Communication
- Compromise
- Checking in
- Constructive
- Change Mgt
- Courage

Super Project Teams — Expectations

- Under promise & over deliver
- Have a clear mission and clear goals
- What are the tasks to be done
- Each task=goals
- Make goals small
- Make sure people know priorities
- Give autonomy
- Get progress updates
- Hold each team member accountable-use all tools

Super Project Teams — Consideration

- Know People
- Knock
- Time Theft
- Don't use ASAP
- Lunch is allowed
- Ask about weekend
- Be supportive
- Listen
- What is Important to them
- Empathy
- Be quiet-phones
- Be flexible
- Plan your absences
- SMILE

Super Project Team

Benefits...

- Cooperative Goals motivate team members
- Key is Wide “Diversity of Knowledge”
- Help the organization and help yourself
- Eliminates employee resistance to change
- Minimize impact on productivity and quality
- WIIFM--???

Super Project Teams — TRUST

Giving Trust

- Trust =Freedom
- Overcommunicate
- Give trust
- Ask for feedback
- Disclose
- Count on me
- Tell them you don't know
- I blew it
- Follow Through

More Gifts

- Make sacrifices
- Be consistent
- Use Common Sense
- Be consistent
- Give others a Fair Shake
- Be Brutally honest
- Apologize and fix it

Discovering Purpose for Project Team

Thoughts when developing a Team...

- You're a coach, not a boss
- Vision → Inspiration
- Mission → What the Group Does
- Goals → State what we are going to Do
- Tasks → The doing-Action verbs-Who does what
- Results → “Outcomes of Purpose”

- *“The 21st Century is about speed & information, knowledge and competence, complexity and wisdom”
by Google Founders*



*“In successful project teams leadership is shared”
by Glenn Parker*

Seven Steps on Launching a Project Team

- create identity
- draft mission
- determine milestones
- set goals
- identify members-core, extended, externals
- establish relationships
- choose media

At the beginning introduce new technologies and consider changes — discourage it later

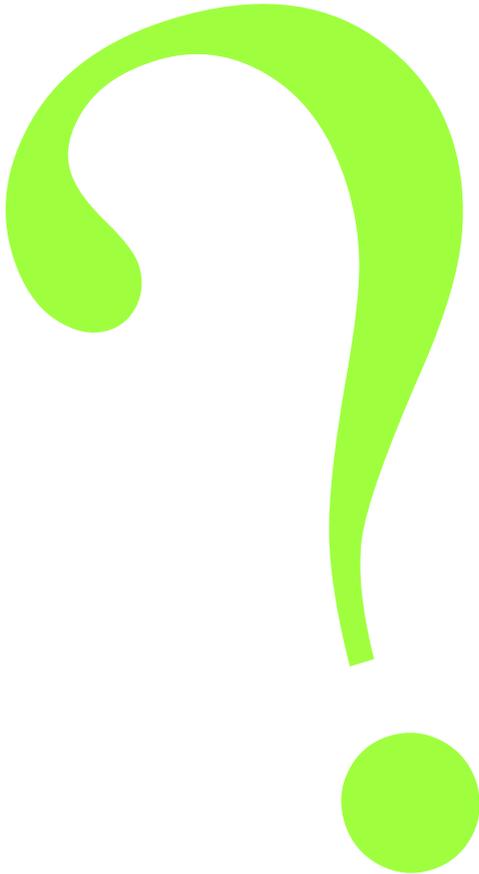
Conclusion

- People fundamentally trust others or not
- Trust leads to links
- Trust takes time to develop
- Trust can lower cost of communications and relationship building
- Relationships are difficult to maintain as physical infrastructures
- Equality & Diversity are the keys to successful project teams.

Educational Resources

The following books are helpful in managing project teams

- Virtual Teams, People Working Across Boundaries with Technology
By Jessica Lipnack & Jeffrey Stamps
- Boss Talk in the 21st Century : A Leadership Guide
By Thomas Mattus
- Super Teams, Using The Principles of Respect
By Paul Marciano & Clinton Wingrove
- Design a Life That Works
By Michael Alan Tate



- Questions?

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Thank You