

Looking to The Future

Communicating Change

DWD Division of Employment and Training
Chula Vista, Wisconsin Dells
12 March 2014

Session Agenda

Values and Behavior

- Reflective Practice, Leading, Leading Change

Power of Team

- Risk and Trust, Conflict and Commitment
- DET/UI Team Collaboration

Communicating Change

- Speaking from the Listener's Viewpoint

One Agency

Leading begins from within...

Robert F. Kennedy, Jr.

Reflective Practice

*Leading begins with a choice
Each of us has the ability to choose
...and the power to change*

Reflective Practice

really
Are you₁ a team?

The Power of Team

Teamwork is the one *sustainable, strategic advantage* in business. And, yet...

Teamwork remains the most *underutilized* business strategy today.

True Teamwork is a rarity. Why?

The Power of Team

Teamwork is option;
a deliberate choice

The Power of Team

What is a Team?

- Group
- Common Cause
- Shared Values

The Power of Team

Values Unite and Sustain us

Translate them into behaviors

The Power of Team

Lencioni

Overcoming the dysfunction
of teams

The Power of Team

Team Dysfunction #1

Absence of Trust

The Power of Team

What is Trust?

The Power of Team

It simply makes no difference how good the rhetoric is or even how good the intentions are; if there is little or no trust, there is no foundation for permanent success.”

The Power of Team

Team Dysfunction #2

Fear of Conflict

The Power of Team

Good Conflict?

At the end of the meeting you'll know

- Things that need to be said are said
- That you made the best decision(s) possible
- Extracted the opinions and ideas from everyone

The Power of Team

Much unhappiness has come into the world because of things left unsaid.”

~ Fyodor Dostoyevsky

The Power of Team

Team Dysfunction #3
Lack of Commitment

The Power of Team

Team Dysfunction #4

Avoidance of Accountability

The Power of Team

We don't like to hold people accountable.

Why?

- It's not my job
- Don't want to risk the relationship

The Power of Team

***“The secret of discipline is motivation.
When a person is sufficiently motivated,
discipline will take care of itself.”***

~ Sir Alexander Paterson

The Power of Team

Team Dysfunction #5
Inattention to Results

The Power of Team

As Leaders, we often sit to two teams...
the team you *lead* and the team in
which you're a *member*.

Which is your priority?

The Power of Team

Prioritize the Team in which you are a member

The quality of the team you lead will be directly limited by the dysfunction of the Team that you're a member of. Your people want you to eliminate the politics and confusion of the team you're a member of because they know that, ultimately, they will be impacted by it.

The Power of Team

“The *ultimate* dysfunction of a team is the tendency of members to care about something other than the collective goals of the group.”

~ Patrick Lencioni

The Power of Team

UI/DET Team Collaboration

The Power of Team

JCW Mandatory Registration

Re-Employment of Wisconsin Workers

DET and UI staff worked exhaustively to implement the online work registration application, and participated in a 360 review that outlined the plans and parameters for

- 1) Registering and developing a job seeker profile on JCW.com
- 2) Completing a self-assessment survey on JCW.com, and
- 3) Completing a resume or work application on JCW.com

UI/DET Team

Reemployment Eligibility Assessment

- This program is a joint effort between DET and UI through a grant from US DOL; the goal of REA is to serve 10,000 customers a year.
- DET & UI are working on a Federal study of REAs.

Rapid Response Teams

- DET & UI partner with other agencies to provide *Rapid Response* services to dislocated workers. They help disseminate UI and reemployment information and services to unemployed workers.

UI/DET Team

Reemployment Services (RES)

RES Redesign and Adjudication Interface

UI staff are partnering with DET staff in the RES redesign to ensure that adjudication interface issues are considered and addressed to mitigate potential claimant issues.

UI/DET Team

Labor Market Information System

LMIS is a cornerstone of the U2E initiative. This state-of-the-art System (LMIS) will revolutionize job matching for all job seekers, including UI claimants.

To be effective, we will leverage the UI system and JCW's capabilities to collect information about UI claimants' skills, abilities, work history, education credentials and other data.

LMIS will use this comprehensive information to introduce claimants to thousands of job openings during any given week.

UI/DET Team

Letting Go of the Trapeze

**Communicating
Change**

Speaking From the Listener's Viewpoint

What is it and why is it important to do?

**Communicating
Change**

- What is effective communication?
 - The Golden Bear
 - Doing/saying the right thing, at the right time, more often
 - Whose “right thing”, et cetera
 - Effective vs. Successful

Communicating Change

Principle #1

**Do/Say the Right Thing, at the Right
Time, More Often**

...from the Listener's Viewpoint

**Communicating
Change**

Principle #2

Everything you do, *everything* I do,
we do from 1 of 2 reasons...

- To Gain
- Keep from Losing What We Have

**Communicating
Change**

To be even more effective in getting others to willing accept your ideas, *especially those that involve change*, speak from the listener's viewpoint. Why?

Communicating Change

Reflective Practice

Values and Behavior

Power of the Team

Communicating Change

(from the Listener's Viewpoint)

One Agency

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