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
Leading begins from within...

Robert F. Kennedy, Jr.
Leading begins with a choice
Each of us has the ability to choose
...and the power to change
Are you really a 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?
Teamwork is an option; a deliberate choice.
What is a Team?

- Group
- Common Cause
- Shared Values
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.”
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
Much unhappiness has come into the world because of things left unsaid.”

~ Fyodor Dostoyevsky
Team Dysfunction #3
Lack of Commitment

The Power of Team
Team Dysfunction #4

Avoidance of Accountability
We don’t like to hold people accountable.  
Why?

- It’s not my job
- Don’t want to risk the relationship
“The secret of discipline is motivation. When a person is sufficiently motivated, discipline will take care of itself.”

~ Sir Alexander Paterson
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 *ultimate* dysfunction of a team is the tendency of members to care about something other than the collective goals of the group.”

~ Patrick Lencioni
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
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.
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.
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?
• 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
Principle #1
Do/Say the Right Thing, at the Right Time, More Often
...from the Listener’s Viewpoint
Principle #2

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

- To Gain
- Keep from Losing What We Have
To be even more effective in getting others to willingly accept your ideas, especially those that involve change, speak from the listener’s viewpoint. Why?
Reflective Practice Values and Behavior
Power of the Team
Communicating Change (from the Listener’s Viewpoint)
Looking to The Future

Communicating Change

DWD Division of Employment and Training
Chula Vista, Wisconsin Dells
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