WORKING WITH DIFFICULT PEOPLE AND TEAM BUILDING IN CNP

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# 2020 New Managers’ Virtual Training
## ALSDE Child Nutrition Program

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Click on the link below to access the recorded training:
https://alsde.webex.com/alsde/lsr.php?RCID=ce28a68ceb8044ca9294cefa77a3a364
GOALS AND OBJECTIVES

- TIPS FOR DEALING WITH DIFFICULT PEOPLE
- EXPLORE POSSIBILITIES FOR TEAM BUILDING ACTIVITIES FOR YOUR WORKPLACE
- IDENTIFY REASONS WHY TEAM BUILDING IS IMPORTANT
- LITTLE THINGS THAT MAKE A BIG DIFFERENCE SIMPLE WAYS TO BUILD EACH OTHER UP
WHAT WOULD YOU DO?
TIPS FOR DEALING WITH DIFFICULT PEOPLE
FIRST STEP TO DEALING WITH UNREASONABLE PEOPLE

EVERYONE WANTS TO FEEL HEARD AND ACKNOWLEDGED

TRY TO FOCUS ON WHAT THE OTHER PERSON IS SAYING (NOT WHAT YOU WANT TO SAY NEXT)
TIP #2

STAY CALM

- When the situation is tense and emotional, stay calm
- Don’t get caught up in the heat of the moment
- Take slow, deep breaths
TIP #3
DON’T JUDGE

- YOU DON’T KNOW WHAT THE PERSON IS GOING THROUGH
- IF THEY ARE UNREASONABLE, CHANCES ARE, THEY ARE FEELING SOME SORT OF VULNERABILITY OR FEAR
TIP #4
DON’T ACT DEFENSIVELY

- IT IS HARD NOT TRYING TO DEFEND YOURSELF
- REMEMBER THEIR ANGER IS NOT USUALLY ABOUT YOU
- DON’T TAKE IT PERSONALLY
TIP #5

DON’T RETURN ANGER WITH ANGER

- AVOID RAISING YOUR VOICE, POINTING YOUR FINGER OR SPEAKING DISRESPECTFULLY
- USE A LOW, CALM VOICE. DON’T TRY GO TALK OVER THE PERSON
TIP #6
ONE RESPONSE DOES NOT FIT ALL

- REMAIN FLEXIBLE
- DIFFERENT PEOPLE REACT DIFFERENTLY
TIP #7

DISCHARGE YOUR OWN STRESS

- REMEMBER TO TAKE CARE OF YOURSELF
- MANAGING PEOPLE CAN BE STRESSFUL TO YOU
- TRY NOT TO LET THOSE EMOTIONS STAY PENT-UP...DO WHATEVER HELPS YOU TO DESTRESS
If you don’t write it down and document it, it didn’t happen!

Follow your district’s protocol for progressive discipline.
TIP #8

BUILD AN INCREDIBLE TEAM AND BE A PART OF THAT TEAM
IN THIS OFFICE
WE DO TEAMWORK
WE DO HELP
WE DO FRIENDSHIP
WE DO COFFEE
WE DO MOTEVATION
WE COMMUNICATE
WE LISTEN
WE DO RESPECT
PUNCTUALITY AND LAUGHTER
WE DO CAKE
WE DO GREAT THINGS
WE ARE A TEAM

TEAMWORK IS THE SECRET THAT MAKES COMMON PEOPLE ACHIEVE UNCOMMON RESULTS.
A team is a group of people with different abilities, talents, experience, and backgrounds who have come together for a shared purpose. Despite their individual differences, that common goal provides the thread that defines them as a team.

TEAMWORK coming together is a beginning keeping together is progress working together is success
- Henry Ford

Note to Self:
Be the type of coworker who delivers more positive contribution than negative chaos - each day - to our team.
- Ty Howard

TEAMWORK makes the DREAM WORK

TEAM everyone achieves more
WHY IS TEAM BUILDING IMPORTANT IN THE WORKPLACE?

- BETTER COMMUNICATION
- MOTIVATES EMPLOYEES
- PROMOTES CREATIVITY
- BREAKS BARRIERS
- DEVELOPS PROBLEM SOLVING SKILLS
COMMUNICATION

- Activities that create discussion enable open communication among employees.
- Improves workplace relationships
- Improves quality of work being done
MOTIVATION

▪ When employees are free to express their ideas and opinions, they become more confident.

▪ Confidence leads to motivation to take on new challenges.
Working together with other employees can ignite creativity.

Exposing employees to new experiences forces them to think outside of their normal routine.
Activities that require coworkers to work together to solve problems can improve their ability to think rationally and strategically as a team.

This skill will carry over to the workplace in the face of crisis or emergency.
Breaks Barriers

- Team building increases the trust factor with your employees.
- Leaders are given an opportunity to be seen as a colleague rather than a boss, which can do wonders for employee morale.
FINALLY...

TEAM BUILDING IN THE WORKPLACE

- ENABLES BETTER COMMUNICATION,
- BETTER RELATIONSHIPS AND
- ULTIMATELY INCREASES PRODUCTIVITY.
IDEAS
for
TEAM BUILDING
ACTIVITIES
THE EGG DROP
Time: 1 - 2 hours
Number of Participants: Two or more small groups

Tools Needed: Assorted office supplies

Rules: Split everyone off into groups of three to five people and give each group an uncooked egg. Put all the office supplies in a pile. They have 15 to 30 minutes to use the supplies to build a contraption around the egg that will keep the egg from breaking when dropped. Some suggestions for supplies are tape, pencils, straws, plastic utensils, packing material, newspapers, rubber bands. Once time is up, drop each egg contraption from the second or third floor of your building and see which eggs survive the Eggpocalypse.

Objective: This classic team building game is an engaging (and messy) exercise. It uses teamwork and problem solving to bond team members. The more people the better, so this makes for an "eggcellent" corporate team building game! Make sure you have an extra supply of eggs in case some break (ew!) during the construction process.
MARSHMALLOWS CHALLENGE

In eighteen minutes, teams of 3-5 people must build the tallest free-standing structure out of 20 sticks of spaghetti, one yard of tape, one yard of string, and one marshmallow. The marshmallow needs to be on top. Since the instructions are simple, it is easy to scale this activity up to 20-30 groups playing in parallel and competing who builds the highest structure. It emphasizes collaboration, group communication, leadership dynamics and problem-solving strategy.
THE PERFECT SQUARE

Time: 15 - 30 minutes

Number of Participants: 5 - 20 people

Tools Needed: Long piece of rope tied together and a blindfold for each person

Rules: Have your coworkers stand in a circle holding a piece of the rope. Then instruct everyone to put on their blindfold and set the rope on the floor. Have everyone walk a short distance away from the circle. Next, ask everyone to come back and try to form a square with the rope without removing their blindfolds. Set a time limit to make it more competitive. To make it even more difficult, instruct some team members to stay silent.

Objective: Focuses on strong communication and leadership skills. By instructing some team members to be silent, this game also requires an element of trust across the team, allowing team members to guide each other in the right direction.

WHAT’S MY NAME?

On name tags or similar labels, write down the name of a famous person, or write down people types (e.g. doctor, athlete, nerd, disabled, wealthy, homeless, etc.). Place these nametags on a team member’s back so that they cannot see what they are, but the rest of the group can.

For a set amount of time, the entire group should mingle, and ask and answer questions. They should treat each other according to the stereotypical way based on what kind of person they have been labeled. Each team member can use that treatment, as well as the answers to questions, to figure out what the label is. As each team member figures out who they are, they can exit the game and let the rest continue.

Purpose: By confronting stereotypes in both how people treat us and, in the questions, and answers used, the team can get a better sense of how we mistakenly see people as well as how it feels to be so narrowly defined. This is a good ice-breaker activity if you have team members that do not know each other yet.
TRUTH AND LIES

Time: 10 - 15 minutes

Number of Participants:
Five or more people

Tools Needed: None

Rules: Sit everyone in a circle facing each other. Have each person come up with three facts about themselves and one lie. The lie should be realistic instead of extravagant. Go around the circle and have each person state the three facts and a lie in a random order, without revealing which is the lie. After someone shares, the others must guess which is the lie.

Objective: This is a great ice breaker game, especially for new teams. Helps eliminate snap judgements of colleagues and gives introverts an equal chance to share some facts about themselves.
Once on an Uber ride, my driver was arrested.

I am a cancer survivor!

I took belly dancing classes in college.
SIMPLE WAYS TO SHOW APPRECIATION
YOU DESERVE A BREAK!

Set out a small bowl of Kit Kat bars with a note that says, ‘You deserve a break!’ Or, create a cute label to put on each one and give them to everyone.
WHO DOESN’T LOVE GUM?

A quick note and a pack of EXTRA gum and you’re done!
FUN IDEA FOR COWORKERS!

HAVE I TOLD YOU "RETEE" - ENTLY YOU ARE SO WONDERFUL TO WORK WITH?!

HAVE I TOLD YOU "RETEE" - ENTLY YOU ARE SO WONDERFUL TO WORK WITH?!

Have I told you 'Reese'-ently how much I appreciate you?
SOFT DRINK ANYONE?
YOU ‘RE TEA-RRIFIC!

PLACE A NOTE ON A TEA BAG OR A BOX OF TEA BAGS FOR EMPLOYEES TO ENJOY.
I’M LUCKY TO BE YOUR...

BOSS OR

MANAGER OR

COWORKER
ADDITIONAL RESOURCES
Individually, we are one only one drop. Together, we are an ocean.

How can you inspire teamwork in your workplace?
I feed hundreds of hungry kids on a daily basis with a smile on my face. What do you do?
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