



Together - Tips for Team Relationships in Times of Crisis

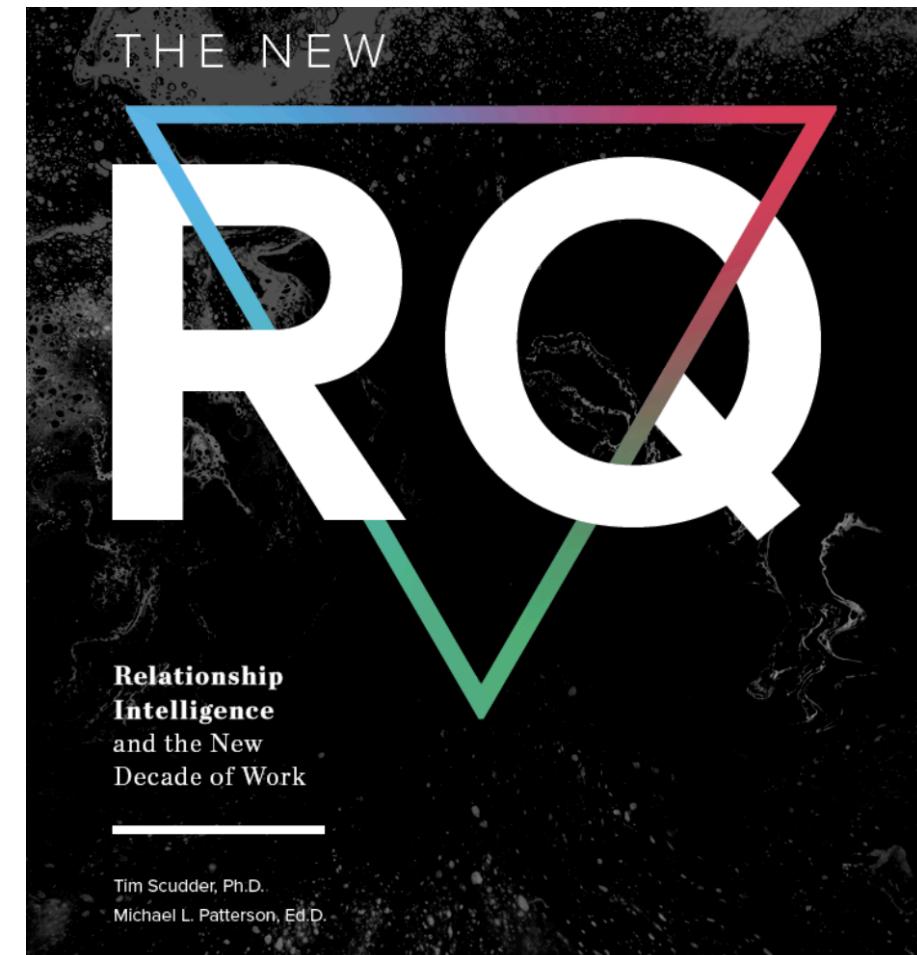
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Leadership Institute Master Class – Virtual Conference 2020

RELATIONSHIP INTELLIGENCE (RQ)

*Insight to adjust your approach
to make interactions more effective.*

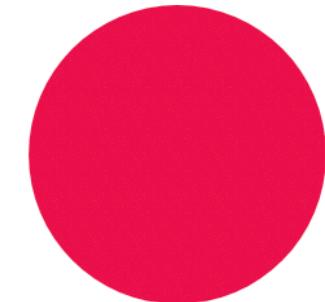


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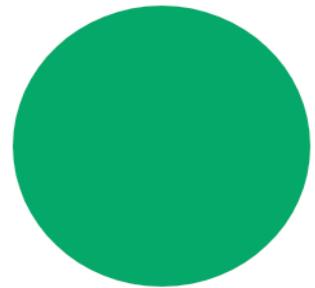
Everyone's different.

*So as you check in on teammates,
be mindful of their different motives and values.*



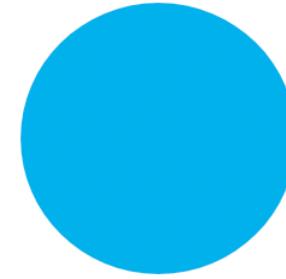
RED

Be energetic, direct, and focused on results. Keep a brisk pace. Always look ahead to what might be coming up next.



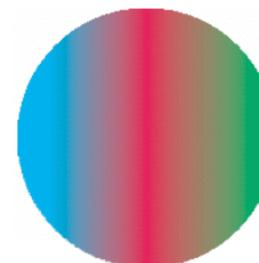
GREEN

Be calm, clear, complete, and correct. Give them time for consideration. Be comfortable with periods of silence.



BLUE

Be receptive, open, and genuine. Thank them for their help or contributions. Take the time to ask how they feel about things.



HUB

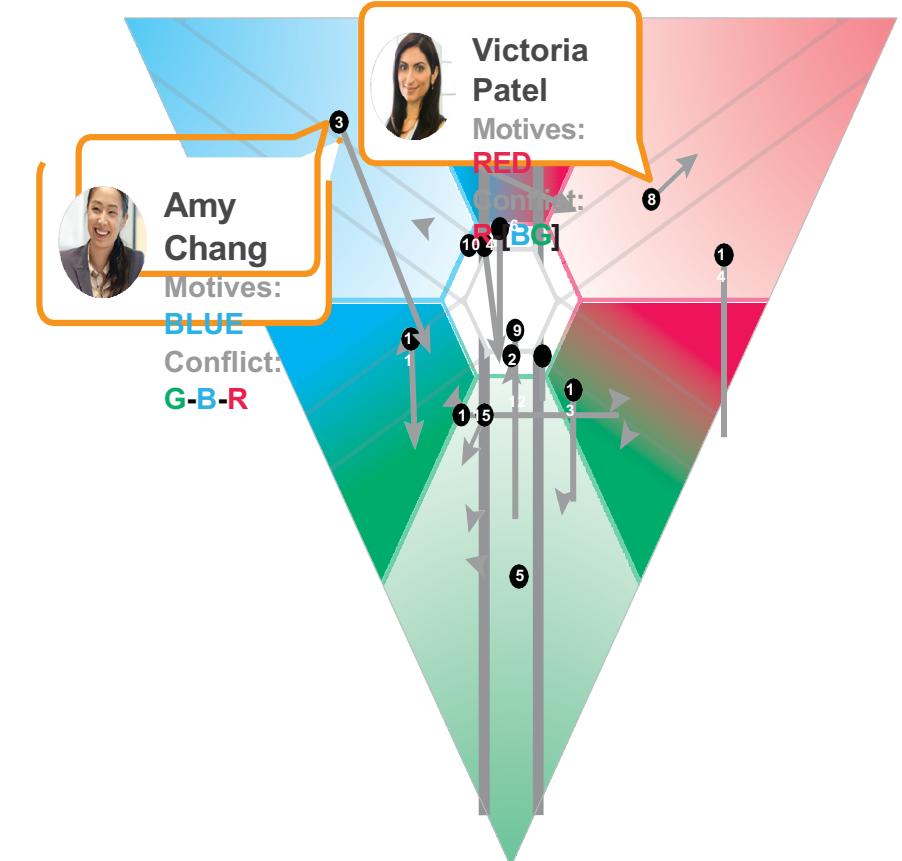
Allow or encourage moments of fun and spontaneity. Compare diverse perspectives, and don't force a decision unless time is of the essence.



*In a world of disruption,
team relationships are not optional,
they're critical.*

BUILDING A HIGH RQ CULTURE

Though we can't meet face to face, we can still give our teams visibility into what matters – our motives and how they change when there's conflict.



TEAM STRENGTHS REVEAL TEAM CULTURE

Which three strengths do you feel you should be using to best work together and tackle this week's challenges as a team?

TEAM STRENGTHS PORTRAIT

LOYAL	You remain faithful to the commitments you make to others.				
OPEN-TO-CHANGE	You consider different perspectives, ideas, and opinions.			ADAPTABLE	You adjust readily to new or modified conditions.
HELPFUL	INCLUSIVE	MODEST			
TOLERANT	SUPPORTIVE	OPTION-ORIENTED	ANALYTICAL	FLEXIBLE	
CARING	PERSEVERING	TRUSTING	METHODICAL	SELF-CONFIDENT	SOCIALE
DEVOTED	FAIR	PRINCIPLED	AMBITIOUS	RESERVED	
CAUTIOUS	QUICK-TO-ACT	PERSUASIVE			
COMPETITIVE	RISK-TAKING				
FORCEFUL					

REMOTE ONE TO ONE MEETINGS

Example questions and topics

- *How have your motives helped you stay focused and engaged at work this week?*
- *What has gone well and helped to feel productive?*
- *Have you been in conflict during the past week?*
- *How can we help prevent conflict in the future?*
- *What support do we need from each other?*

REMOTE TEAM MEETINGS

Example questions and topics

- *Before we start our meeting, let's remind ourselves of who's in the room (Motives).*
- *Quick personal check-in regarding needs, concerns, well-being or other topics.*
- *How well did we collaborate today?*
- *Did everyone feel they were able to contribute?*
- *What could we have done to get a greater contribution- before, during, after?*
- *Did anyone feel others were going to conflict?*



ADVICE

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*Talk about **what matters most to the people** you are concerned about.*

Are they worried about physical or financial safety?

*You may or may not be able to do anything about what you hear –
but talking can help them to start feeling connected to people and
move toward some productive action.*



*Talk about **how they see their current concerns** or problems.*

Be a good listener here and withhold debate or your opinions.

*The idea is to let them express what they feel and
what they are thinking about doing.*



Start to **add your own opinions** or reactions.

*This part of the conversation will probably feel more collaborative,
while the prior parts will probably feel like just listening.*

*Do not underestimate the power of listening
to improve relationships
and make people feel understood and accepted.*





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Thank
You!

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