



Building Killer Committees



If you believe, belong.

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Have you ever been part of a Killer Committee/Team?

Well I have. For five years I led a team of 100 who earned a 97% customer excellence rating with a 87% employee satisfaction rating. Fun, recognition, professional development, and success came to all of us because we gelled and had a great time while performing way beyond expectations.

What do you really do well? What kinds of projects energize YOU? You've probably realized that most people are going to answer differently than you do. And even though we know that everyone has different talents and interests, we frequently ignore this simple fact of nature when we work on a team. Instead, we tend to arbitrarily assign people to perform tasks that do not take advantage of their unique talents.

You may not even know their own talents. This presentation includes a personal inventory profile ***KILLER Team profile*** that identifies your strengths working in a team atmosphere. Take it back to the office and ask others to fill it out to get a total inventory of the people you work with.

To demystify the team process, the **Building KILLER Committees** program explains how your team can identify each member's talents and place people in roles that allow them to really use those talents.

Characteristics of the KILLER Committee

Clear goals

Everyone understands the purpose and goals of the committee.

Clearly defined roles

Everyone's talents are recognized and utilized.

Everyone understands one another's duties, responsibilities.

Each member knows how he/she fits into the bigger picture.

Procedures

Members agree on decision-making approach; use consensus when possible.

Clear communication

Information flows easily, openly, and honestly between members.

Messages are:

- Clear
- Simple/easy to understand
- Brief
- Timely
- Sent and received using good listening skills

Balanced and constructive participation

All members participate fully in team decision-making and problem-solving, as appropriate.

There is a high degree of trust among members, and conflict is dealt with openly and worked through.

Ground rules

Team establishes rules/norms that everyone agrees to support and abide by.

Stage	Characteristics	Leader Strategies
1. <u>FORMING</u>	<ul style="list-style-type: none"> • Heavy dependence on the Team Leader • Anxiety about the new role/task/people • Minimal work accomplished 	<ul style="list-style-type: none"> • Agree on purpose • Clarify goals, tasks, roles/ responsibilities and ground rules • Listen to concerns, issues, needs
2. <u>STORMING</u>	<ul style="list-style-type: none"> • Resistance • Conflict/competition among team members • Impatience • Minimal work accomplished 	<ul style="list-style-type: none"> • Listen to and talk about concerns • Re-emphasize mission/ purpose • Clarify goals and roles • Manage conflict
3. <u>NORMING</u>	<ul style="list-style-type: none"> • Conflict resolution; settling of differences • Open communication/ cooperation • Sense of cohesiveness • Acceptance of team members, team purpose and ground rules • Moderate work accomplished 	<ul style="list-style-type: none"> • Maintain momentum • Make appropriate action assignments for members • Encourage new ideas • Provide resources and guidance • Build cohesiveness • Build synergy
4. <u>PERFORMING</u>	<ul style="list-style-type: none"> • Problem-solving and decision-making • Emphasis on improvements and productivity • High levels of work accomplished 	<ul style="list-style-type: none"> • Clarify customer needs • Look for ongoing improvements • Encourage creativity and innovation • Evaluate effectiveness • Creatively solve problems through consensus
5. <u>ADJOURNING</u>	<ul style="list-style-type: none"> • Termination • Separation • Task is complete or team is disbanded 	<ul style="list-style-type: none"> • Celebrate successes • Adjourn effectively

CREATOR ROLE

Description: The Creator generates the concepts and ideas.

- Reframe problem and look for solutions that may be unusual / and or outside the boundaries of usual thought.
- Explore 'big picture'
- Want freedom from constraint
- May act impulsively, letting feelings guide them
- Derive satisfaction from process of creating and overcoming problems

Contribution: Fresh original concepts

Weaknesses:

- May move from one idea to another w/o stopping to evaluate consequences.
- Can lose sight of objective when solving problems within problems

Instinct:

- Reframing problems to achieve new direction
- Examining possibilities w/o regard for risk

NOTES: _____

ADVANCER

Description:

- Enjoys a faster pace and moves from one subject to another
- Ideas focus on what they can prove to be true
- Not obligated to tradition
- Focus on many things at once
- Able to organize and take things one step at a time
- Derive satisfaction from recognizing an idea and moving forward in an organized, streamlined process
- Open to new ideas
- May get impatient during team process

Contribution:

- Generating ideas and promoting team objectives in an orderly process

Weaknesses:

- May not allow others to continue to create ideas and solutions before selecting a solution and moving forward with orderly implementation plan.

Instinct:

- Advancing new directions and developing detailed implementation plan

Notes

REFINER

Description:

- Challenges concepts under discussion believing that consequences matter.
- Wants to plan how new endeavors are implemented and prepare for surprises.
- Like to create order from chaos
- Will play "devil's advocate" to test soundness of ideas or improve it.
- Prefer order – very methodical
- Derive satisfaction by the mental exercise of debate
- May lead others to examine merits of an idea, using a systematic process

Contribution

- Making sure the process is thought through and through
- Examining how it can be improved and implemented.

Weaknesses:

- If allowed to control may lead committee to choose low risk ideas
- My filter out ideas with bigger payoffs

Instinct:

- Articulation of the problems caused by new or unique ideas
- Improving ideas before implementation

Notes

EXECUTOR

Description:

- Follows up on team objectives
- Implements ideas and solutions
- Focused on orderly implementation and high quality outcome
- Prefer proven methods over novel or untried ideas
- Pays attention to details
- Thinks things over carefully before acting

Contribution:

- Spotting potential problems before they occur
- Minimizing inefficiencies and errors during implementation

Weaknesses:

If working without clear and focused objectives and guidelines the Executor may lose sight of the goal and pursue irrelevant strategies.

Instinct:

To finish what they start and to do things right.

Notes

FACILITATOR

Description:

- Monitors contribution of members
- Contributes as needed to keep process moving in right direction
- Identifies needs for hand-offs from one role to another in the process
- Understands and identifies with at least 3 or 4 other types
- Can step in to other profiles very easily and quickly when needed.

Contribution

- Objectively views activities of team to see what is missing
- Steps in to provide what's missing
- Keep things moving particularly if conflict arises as distraction

Weaknesses:

- Unless a well-defined role is assumed, may be ignored by stronger types committed to their role, (e.g. refiner, creator)

Instinct: Managing the process and hand offs between members

Notes

The KILLER COMMITTEE Profile

Name _____

In each set rank each of the four statements in terms of how you most naturally think and behave when you are working with others to accomplish a specific purpose. Use the number **4** to select the statement that is most like you, **3** to select the statement that is the second most like you, **2** to select the statement that is next most like you, and **1** to select the statement the least like you.

Moving horizontally, in each group there can only be one **4**, one **3**, one **2**, and one **1**.

Example

2 I like to examine details	4 I'm good at recognizing others	3 I tend to focus on many things at once	1 I like to see the consequences before I act
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Rank the four statements in each horizontal set from 4 to 1:

4 = most like me 3 = Second most like me 2 = next most like me 1 = least like me

I'm good at recognizing alternatives	I tend to focus on many things at once	I like to see the consequences before I act	I like to examine details
I prefer to be actively involved in things	I enjoy getting attention	I like to use ideas others have thought through	I like to take things one step at a time
I like to discuss concepts	I don't feel obligated to follow tradition	I prefer to test new things on a small scale before implementing change	I like things to be balanced and symmetrical
I am good at exploring alternatives	I let my feelings guide me	I am uncomfortable when things are changing	Others might say I think like 1-2-3-4-5
I like to focus on coming up with new ideas	I tend to move from one subject to another	I let accepted norms and expectations guide me	I prefer to think things over carefully before acting
I like to develop theories and principles	When everything is in place, I am restless	I tend to be cautious in trying out a new approach	I like to be in a place where there is order
I'm good at visualizing the master plan	Others might say I think like 1-3-2-purple-5-alligator	I don't challenge the status quo	My ideas focus on what I can prove is true

I often think about what should happen next	I sometimes get impatient	I try to fit in with other people	I tend to follow a process when solving problems
I'm good at capturing the essential core of a matter.	I let my own preferences guide me	I prefer to let others take the lead	I am comfortable being methodical
I'm good at analyzing things	I like to have respect	I like to see things fit together	I'm good at putting things in order
I like to discuss implementation	I sometimes act impulsively	Initially, I respond to new ideas with skepticism	I prefer to spend my time creating order
I prefer to focus on the future	I like to have influence	I prefer to try a proven solution, rather than try something unproven	A good description of my thought process would be "step by step"
Column A Total	Column B Total	Column C Total	Column D Total

Step 1

Step 2

Step 3

A = ____

A + B = ____ Creator

B = ____

B + C = ____ Advancer

My highest combination score _____

C = ____

C + D = ____ Executor

D = ____

D + A = ____ Refiner

My next combination score _____

Total 120

If the difference between your highest combination score and lowest score is 12 or less your Profile is FACILITATOR.

www.Treatemright.com

People in your State that fit these categories

Creator

Advancer

Facilitator

Refiner

Executor

Norm 46%

Norm 14%

Norm 4%

Norm 19%

Norm 17%

Possible conflicts I can anticipate having with those different than myself.

Creators:

Remedies: _____

Advancers:

Remedies: _____

Facilitators:

Remedies: _____

Refiners:

Remedies: _____

Executors:

Remedies: _____

RECRUITMENT TRANSACTION PROCESS

To get people to go somewhere with you , you need to meet them where they are and not pretend they are already where you want them to be.

Go to their bus stop, and from their bus stop, invite them where you want them to be.

4 STAGE PROCESS

1. Greeting and Rapport

You need to meet potential members where they are (in their own bubble of reality) within 15-20 seconds of them entering your 8 foot circle.

Matching behavior

Voice tone

Physical behavior

Facial expression

Best Practice: Openly engage potential members

- "Good morning/afternoon - I'm looking for a person who would enjoy helping others."
- "I know about an active committee that could use someone like you."
Give a realistic time commitment expectation to be fair and as transparent as you can.

2. Needs Determination

Potential members often have several levels of need when they join an association. Use active listening, and paraphrasing skills to summarize their needs and verify a connection.

Best Practice: Summarize the person's statement/request by using their key words and phrases and check for agreement:

"So you want to make sure that you can make good use of your time and not waste it in boring meetings is that right?"

- "You say you are interested in helping at events, but not doing much on the planning side?"
- "Sounds like you're worried about over-committing and not having enough time, huh?"

3. Knowledge and Solutions

After establishing rapport and understanding the need - the next step is to prove your worth to the person by sharing your expertise, suggesting solutions and offering insight.

Best Practice: Ideally, offer two or three choices. This allows the **person** to choose without being overwhelmed or feeling like they are being told what to do.

First make sure that you have established credibility before you answer:

- "In my experience..."
- "I have found that others who've expressed the same concern...."
- "What I've seen in the past here is...."
- "Here are some choices I've offered to others in your situation..."

Try using **Language of Suggestion**

- "You may wish to... "
- "I suggest that..."
- "You may want to consider..."

4. Nourish the Relationship

It's time to wrap up the transaction and ensure that you have left a positive taste in their mouth.

Best Practice:

Verify You Have Met Their Needs

- "Did you get everything you needed about...(Person's key words)?"
- "Do you feel like you have all the info you need about... (Person's key words)?"

Be reassuring and tactfully close the exchange.

- "Anytime you have a question about the association any of us here on staff would be happy to give you a hand."

Create a visual in the person's mind for future positive experiences.

- "We realize you had a choice of what to do with your time today, so Thank You for getting involved with ASA and we look forward to seeing you again."
- "Thanks for being a part of this conference call, we got some things accomplished here today. Let's keep up the good work."

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