Team Resiliency—Five Lessons

Dr. Kelly O’Donnell, Member Care Associates: This free course is online at: www.Nixty.com

These five lessons explore core aspects of team life with an emphasis on resiliency for faith-based teams. What characterizes strong teams? What goes wrong with teams? How can we use team building tools? We want to look realistically at the challenges of “doing teams well” and further equip teams to be healthy and effective.

Goals:
- Identify the characteristics of cohesive and effective teams as well as team dysfunction
- Discuss the roles and responsibilities of team leaders and members
- Develop practical skills in team building and managing conflict
- Make practical applications to our lives and work

Lesson 1: Introduction and Team Characteristics
Listen: Audio lecture 1—Introduction. Follow the lecture via the lecture notes. Pause to write comments. Do the Reflection/Discussion items.
Review: Two handouts—Team Feedback Form; Relationship Verses
Read: CACTUS Kit article. Respond to the Reflection/Discussion items at the end of the article.
Application: “Good Team Bad Team” exercise—Briefly describe a team that you were part of that was healthy/effective and one that was not, in terms of four dimensions: relationship, task, spiritual, ethos.

Lesson 2. Team Health and Dysfunction
Listen: Audio lecture 2—Team Health/Dysfunction. Follow the lecture via the lecture notes. Pause to write comments. Do the Reflection/Discussion items.
Review: Two handouts—First Break all the Rules; Sentence Completion Tool
Read: Building a Healthy Team article. Write three Reflection/Discussion items for this article.
Application: Take the brief assessment at the website below. It is based on Lencioni’s model of team life: http://www.aashe.org/files/documents/board/5%20Dysfunctions%20of%20a%20Team.pdf

Lesson 3. Team Leaders and Member Care
Listen: Audio lecture 3—Leadership Listening. Follow the lecture via the lecture notes. Pause to write comments. Do the Reflection/Discussion items.
Review: Two handouts—Leadership Listening (2010); Checklist for Team Leaders (2005)
Read: Field Leaders and Team Nurture article. Respond to the questions at the end of the article.
Application: Draw a quick sketch of a cliff and a stick figure climbing up the cliff with a rope. The rope is at the top of the cliff but no one is holding it. You are the person climbing the cliff. Who would you want to be holding the rope for you? Who do you wish would hold the rope for you but is not? Who would you definitely not want to be holding the rope? Change roles. For whom are you holding the rope?

Lesson 4. Team Building and Managing Conflict
Listen: Audio lecture 4—Conflict and Character. Follow the lecture via the lecture notes. Pause to write comments. Do the Reflection/Discussion items.
Review: Two handouts—Guidelines for Team Building; Conflict Management Checklist
Read: Tools for Team Viability article. Respond to the items at the end of the article.
Application: Go to the Authentic Happiness website. Register for free and take the free “Brief Strengths Test” at: http://www.authentichappiness.org How do your strengths help you to deal with difficulties?

Lesson 5: Pulling It All Together
Watch: Team Resiliency power point that covers many of the concepts in these lessons.
Review: Team Africa case in the handouts. Respond to the items at the end of this case study.
Application: Review the materials and your notes for these five lessons. Identify 10 core principles for team resiliency. Write a sentence or two for each principle. With whom and how could you share these 10 principles? We welcome your feedback about this training module.

© 2010 Kelly and Michele O’Donnell; Consulting Psychologists, Member Care Associates, Inc
MCAreources@gmail.com www.MemberCareAssociates.org www.COREmembercare.blogspot.com
Suggested Readings

Articles included in the Lessons

Lesson One
Building Resilient Teams: The CACTUS Kit—chapter 38, *Doing MC Well* (2002); six languages

Lesson Two
Building a Healthy Team—short review of Lencioni’s book, *Five Dysfunctions of a Team*
Kelly O’Donnell; [https://sites.google.com/site/membercaravan/culture-and-diversity](https://sites.google.com/site/membercaravan/culture-and-diversity) (see item 9)

Lesson Three

Lesson Four

Lesson Five: No Reading

Additional suggested articles:
**Note this article above is a foundation for the four chapters in Part Two of the book, *Global Member Care: The Pearls and Perils of Good Practice* 2011. The focus is on organizational/staff health, friendship, dysfunction/deviance, and good governance/management practices, in addition to conflict resolution.)

Books (15 selections)
Lianne Roembke

Duane Elmer

Marcus Buckingham and Curt Coffman

*Fit In! The Unofficial Guide to Corporate Culture* (2007)
Mark Williams

*Five Dysfunctions of a Team: A Leadership Fable* (2002)
Patrick Lencioni
Foreign to Familiar (2000)
Sarah Lanier

Paula Martin and Karen Tate

Sharpening Your Interpersonal Skills (course and workbook, updated regularly)
Ken Williams  www.ITPartners.org

Gordon and Rosemary Jones

The One Minute Manager Builds High Performing Teams (2009, revised edition)
Ken Blanchard

The 17 Indisputable Laws of Teamwork (2001)
John Maxwell

The Speed of Trust: The One Thing that Changes Everything (2006)
Stephen M.R. Covey

Wisdom of Teams (1993) and
The Discipline of Teams: A Workbook…(2001)
Katzenbach and Smith

Trina Hoefling