

# Effective Team Functioning and Interagency Working

## A solution-focused perspective

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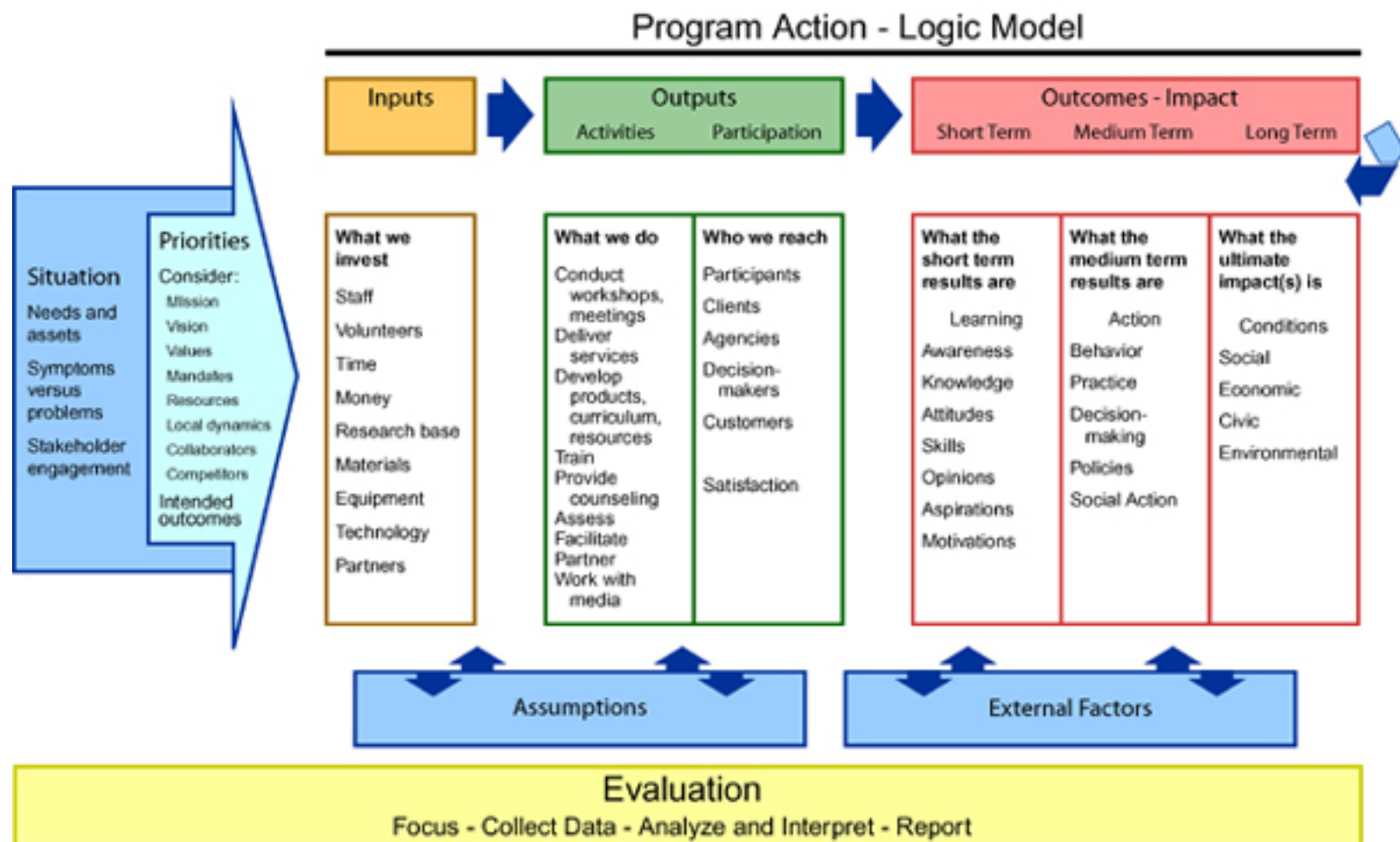
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# Talk - agenda

1. Introduction
2. Team functioning and strategy
3. Creating a shared mission
4. Creating a shared task
5. Thinking Win Win
6. Negotiation – Getting to Yes

# Strategic Planning Tools – Logic Model



# Strategic Planning Triangle



# Strategic Planning Triangle



# Creating a Shared Mission

*‘He who has a why to live can bear almost any how’ - Friedrich Nietzsche*

*Clearly articulate what difference you will make  
and what makes you different*

# Pause - Creating a Shared Mission

Thinking about your own agency, how clear is the mission?

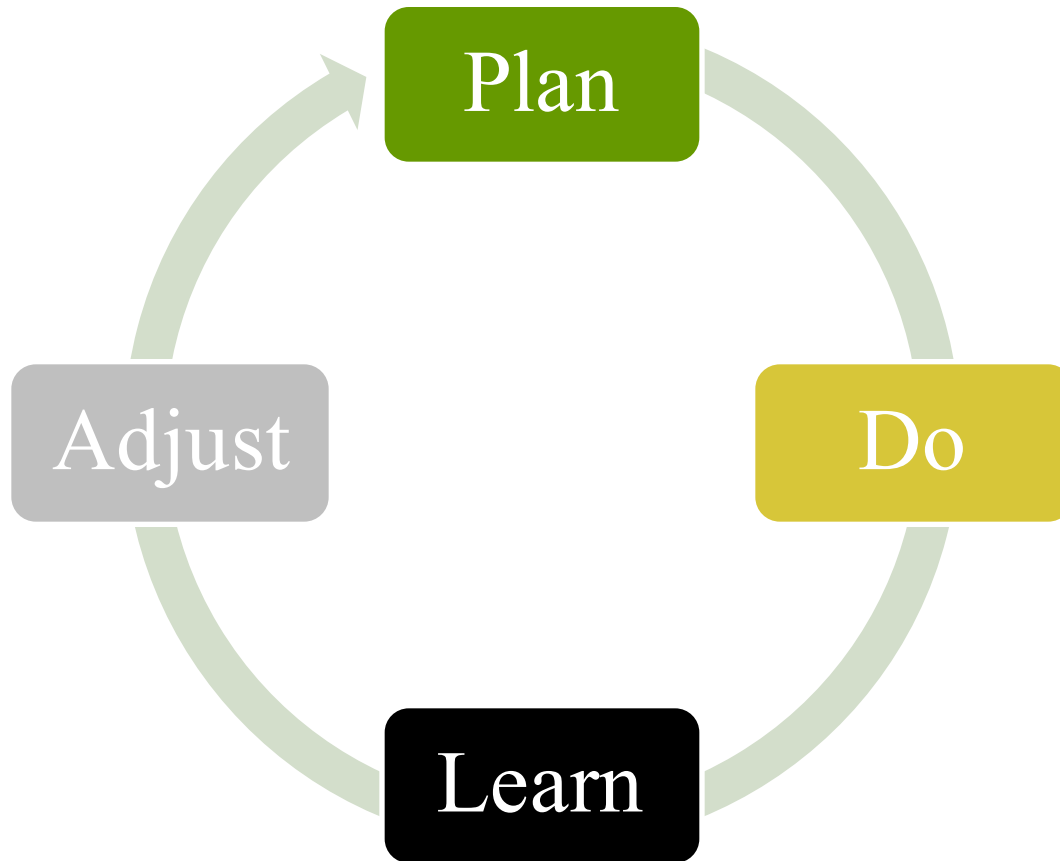
- What difference do you want to make?
- What makes you different?
  
- How can you develop and share this mission in your agency?

# Creating a Shared Task

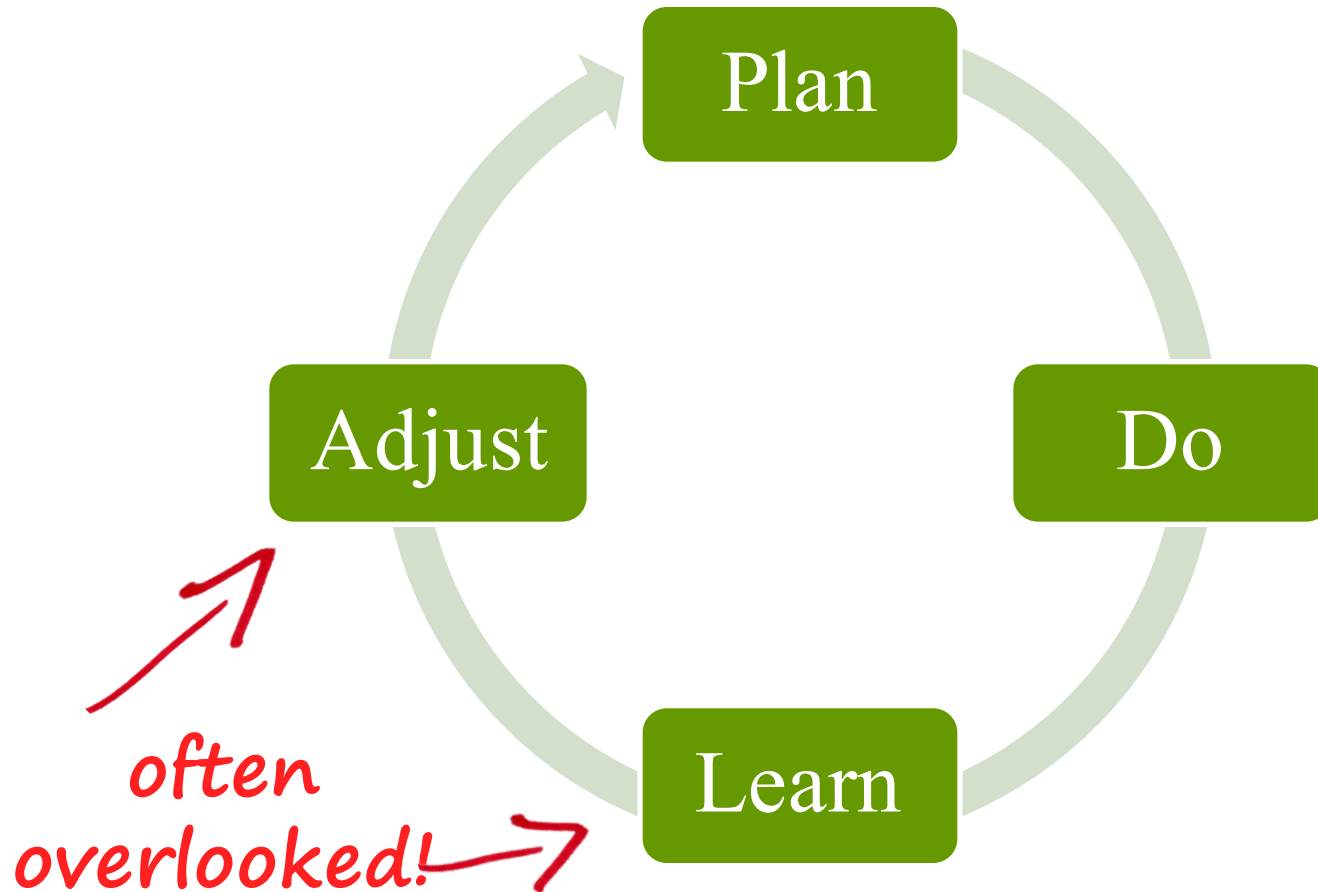
*‘A vision without a task is but a dream a task without a vision is drudgery a vision and a task is the hope of the world.’ – St James Church*



# Cycle of Improvement



# Cycle of Improvement



# Your Mission

*Clearly articulate what difference you will make and what makes you different*

A vision *without a task* is but a dream *a task without* a vision is *drudgery* a vision and *a task* is the hope of the world.

## **Creating a Shared Mission and Task – A Solution Focused Model**

1. Taking Stock/ Reviewing where you are at as a team
2. Generating a Mission/ Setting team goals
3. Planning
4. Celebrate and Learn

## Part 1 - Take Stock and Review

**A) What are we doing well as a moment as a team and a service?**

What are our strengths, skills and resources?

**B) What are the challenges and problems we are facing at the moment?**

**C) Now phrase each of these challenges/ problems as a potential goal that you want to work towards?**

## Part 2- Creating a mission and team goals

**A) What is the mission of your team? What is the dream service you want to provide?**

**B) What are the values of your service you wish to uphold? ( e.g. client centred, quality, collaborative, evidence based, respectful)**

## Part 3- Team goals and planning

**A) To fulfil your mission what potential goals do we you have for your service?**

**B) Which goals do you want to select to work on in the next few weeks?**

**C) What next steps can you agree/ commit to as a team in order to make progress?**

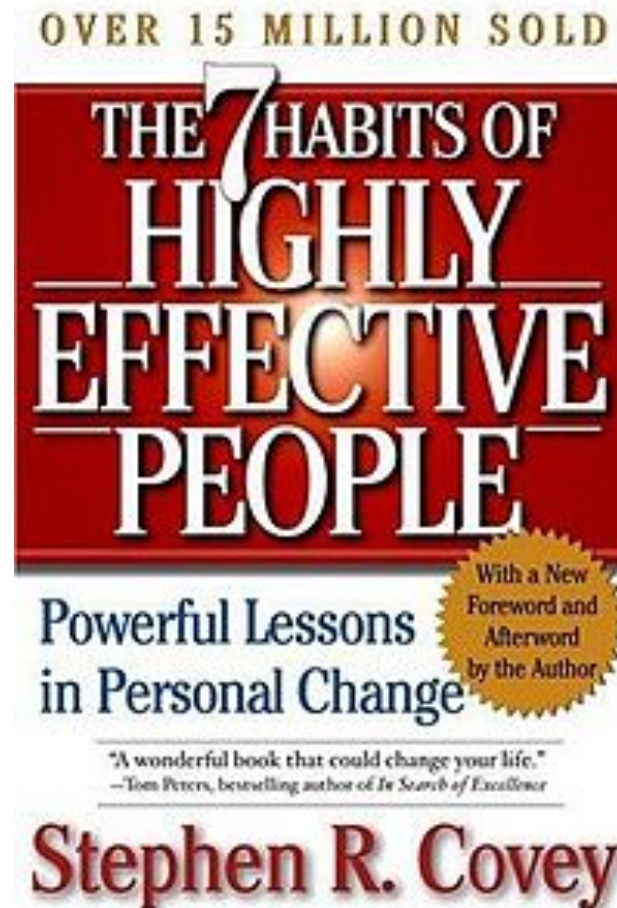
( each team member should commit to one or two actions to make progress)

## Part 4 – Review Celebrate and Learn

1. What progress have you made towards your goals?
2. How can you mark/ communicate this progress to everyone ? How can you include clients and families ?
3. What have been the setbacks and challenges? What have you learnt from these challenges?
4. What next steps can you agree/ commit to as a team in order to make progress?



# Effective Communication



# Seven Habits of Effective People

## **Self-Mastery/ Independence**

- 1 – Be Proactive
- 2 - Begin with the End in Mind
- 3 - Put First Things First

## **Communication/ Interdependence**

- 4 - Think Win-Win
- 5 - Seek First to Understand,
- 6 – Synergize

## **Renewal**

- 7 - Sharpen the Saw – Self Care and Renewal

## Habit 4 - Think Win Win

### **Four paradigms for communication/ relationships**

- 1) Win – Win
- 2) Win – Lose
- 3) Lose – Win
- 4) Win – No Deal

## Habit 4 - Think Win Win

**For effective working and personal relationships the only real option is**

**\* Win – Win**

**OR**

**\* Win – No Deal**

## Habit 5 - Seek First to Understand

### **Seek First to Understand, Then to be Understood**

- Use empathic listening to be genuinely influenced by a person, which compels them to reciprocate the listening and take an open mind to being influenced by you. This creates an atmosphere of caring, and positive problem solving.

## Habit 6 – Synergize

### **Synergize**

- Combine the strengths of people through positive positive so as to achieve goals no one person could have done alone.

## Habits 4-6

# Communication/ Interdependence

## PAUSE

Q Reflecting about your own communication style how much to you put these habits into practice in important negotiation?

4 - Think Win-Win

5 - Seek First to Understand,

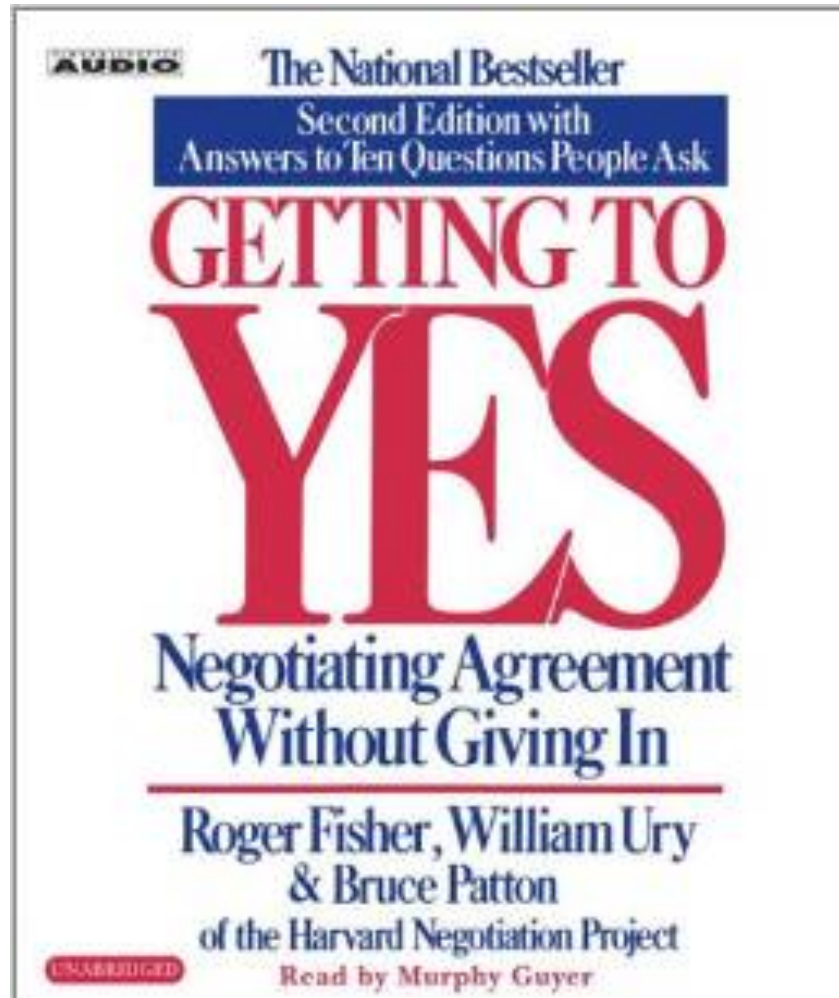
6 – Synergize

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# Effective Negotiation



# Getting to YES

## Negotiating an agreement without giving in

- 1. People:** Separate the people from the problem.
- 2. Interests:** Focus on interests, not positions.
- 3. Options:** Generate a variety of possibilities before deciding what to do.
- 4. Criteria:** Insist that the result be based on some objective standard

# Getting to YES

## Negotiating an agreement without giving in

**1) People:** Separate the people from the problem

*Be soft on people and hard on the problem*

# Getting to YES

## Negotiating an agreement without giving in

**2) Interests:** Focus on interests, not positions.

*Understand the underlying concerns, needs and what is important to each person*

# Getting to YES

## Negotiating an agreement without giving in

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**3) Options:** Generate a variety of possibilities before deciding what to do.

*Look for mutually beneficial options that address the interests of you and other person*

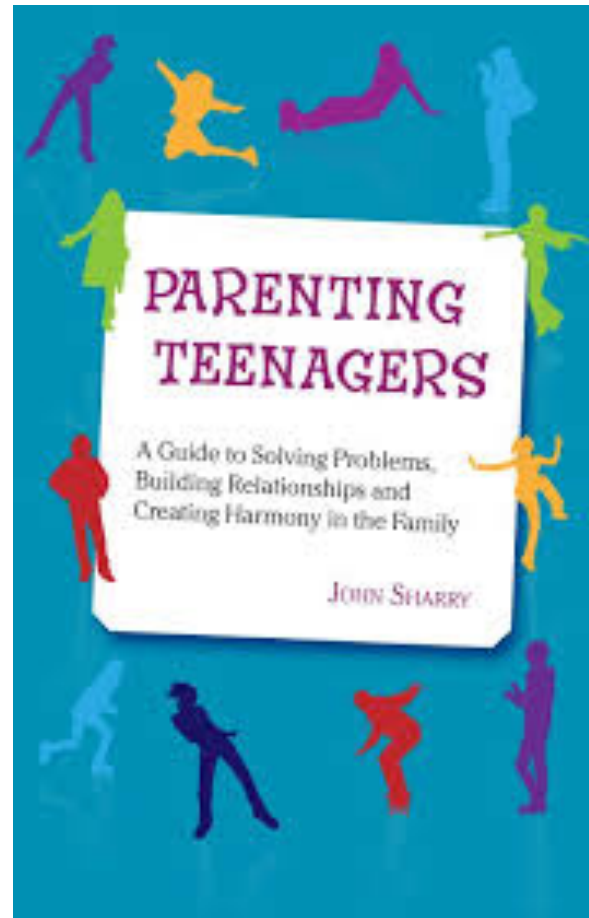
# Getting to YES

## Negotiating an agreement without giving in

**4) Criteria:** Insist that the result be based on some objective standard

*Try to agree objective criteria and evidence for what is best*

# Negotiation Step by Step



# Parents Plus Problem Solving Model

1. Join Well
2. Listen First
3. Speak up assertively
4. Explore win-win solutions
5. Decide on best solution/ Plan
6. Review later



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