

Creating World-Class Teams

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Attitude

The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or even do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home. The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the string we have, and that is our attitude. I am convinced that life is 10 percent what happens to me and 90 percent how I react to it. And so it is with you... we are in charge of our attitudes!

-Charles Swindoll

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The Four Stages of Teambuilding

Forming

Storming

Norming

Performing

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3

"Two Human Styles"

Relationship-Oriented

Task-Oriented

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Conflict Escalation

Level I:

Level II:

Level III:

Level IV:

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How To Settle Cases Out of Court

I've noticed...() and
I'm concerned...()

However, I'm sure you have your reasons and I'm open to hear them ()

What do you think can be the best way to resolve this? ()

I agree with you. Let's follow-up next week. What do you think?

Thanks for your understanding.

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Embracing Change

- 1.
- 2.
- 3.

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All Aboard The Blue Train

No way!
Can't be done!
We've done this before!
Blah, Blah, Blah
(-)

Destination:
No where

Yes we can!
Why the heck not?
Can't hurt to try
Endless Possibilities
(+)

Destination:
Anywhere

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