

A 3D rendered orange character with a large head and small body, holding a rectangular sign. The character is positioned on the left side of the frame, with its right hand resting on the top edge of the sign and its left hand supporting the bottom edge. The sign is white with a thin orange border and contains text.

Leading the Effective Team in an OTP

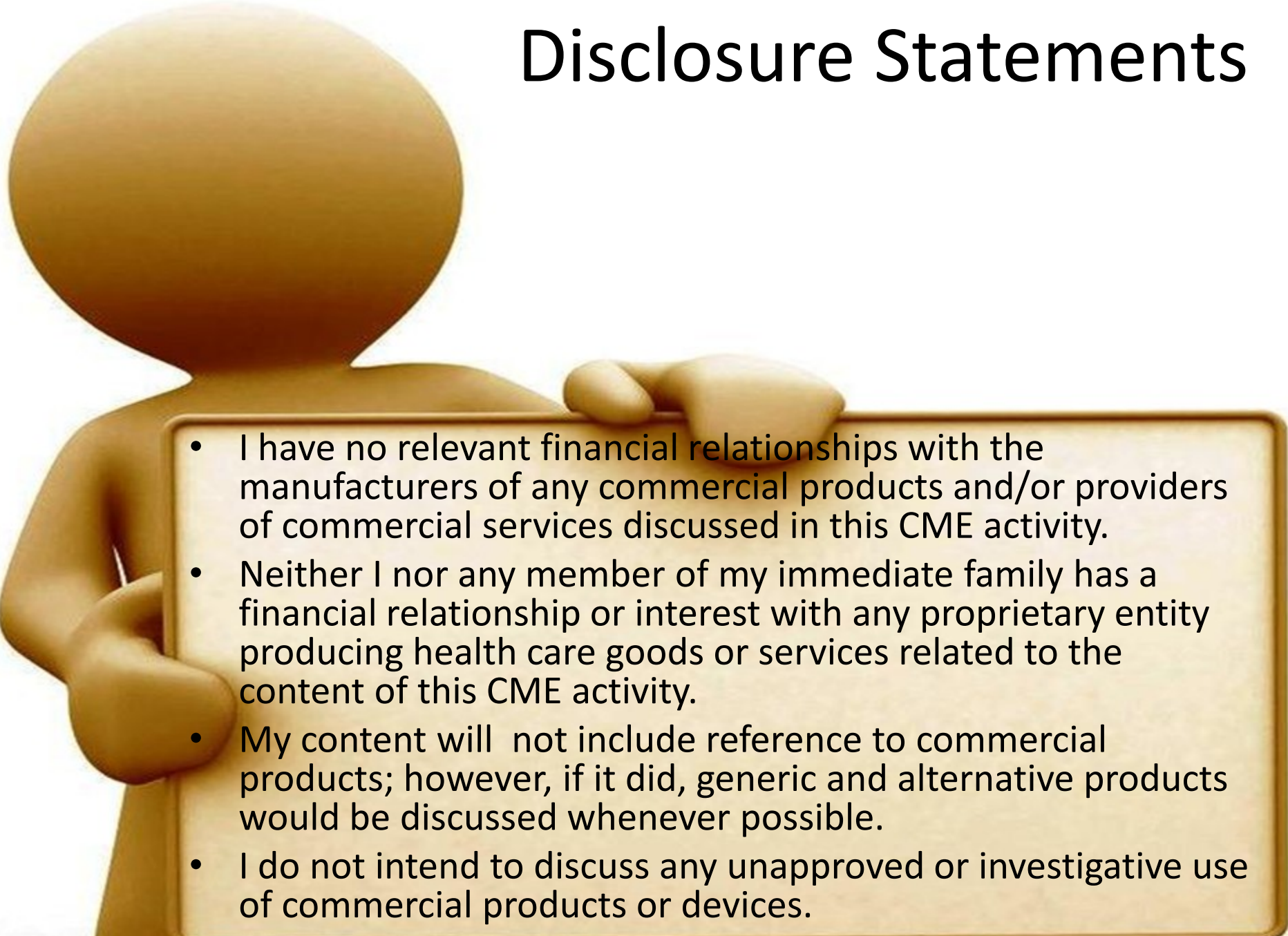
September 19, 2014

2014 NCATOD

Presenter:

**Barbara Armstrong White, BBA
UCAN Educational Services**

Disclosure Statements

- 
- A 3D rendered orange character is shown from the chest up, holding a large, light-brown rectangular sign with a dark border. The character has a large, rounded head and is looking towards the sign. The sign contains four bullet points of text.
- I have no relevant financial relationships with the manufacturers of any commercial products and/or providers of commercial services discussed in this CME activity.
 - Neither I nor any member of my immediate family has a financial relationship or interest with any proprietary entity producing health care goods or services related to the content of this CME activity.
 - My content will not include reference to commercial products; however, if it did, generic and alternative products would be discussed whenever possible.
 - I do not intend to discuss any unapproved or investigative use of commercial products or devices.

Objectives

- Describe and use five stages of TEAM Formation.
- Discuss the major difference between Leadership and Management
- Define principled negotiation

Building Teams

- Formation strategies making sure that members are identified and welcomed
- Conflicts are handled using strategies that move the team forward towards successful goal completion. (Leaders Initiate, Managers Implement)
- Team members can become ineffective if they are not challenged


So, What is Principled Negotiation

- **Principled negotiation** is a concept that is based on the book [Getting to Yes](#) by Roger Fisher and Bill Ury. This approach to negotiation focuses on the interests of the parties and emphasizes conflict management and conflict resolution.

Retrieved from:<http://negotiation.atwork-network.com/2008/06/16/what-is-principled-negotiation/>

Leaders encourage
synergistic team behaviors

“It takes lots of people working together in a
harmonious fashion to make it happen”

Skip Cimino, CEO 
Robert Wood Johnson University

The OTP Team...

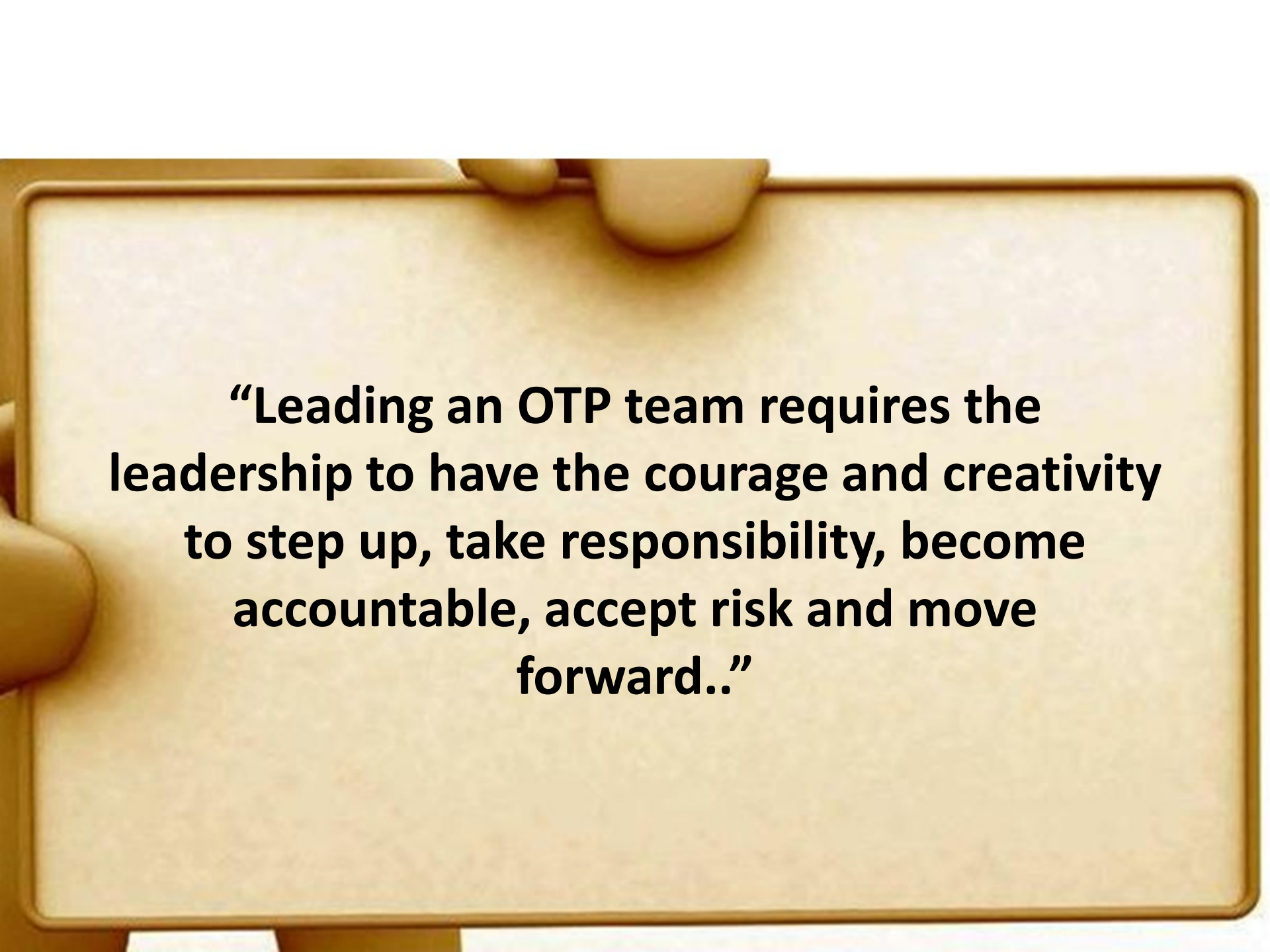
**Juggles many tasks
while serving a diverse
internal and external
customer base with
varied needs!**



And when there is weak leadership..



They
Complain!

A hand is holding a light-colored wooden sign with a dark border. The sign contains a quote in bold black text. The background is white.

“Leading an OTP team requires the leadership to have the courage and creativity to step up, take responsibility, become accountable, accept risk and move forward..”

...

- Invest in personal and professional improvement for REAL
- Create a person focused culture
- Understand that problem solving and leadership development are learned skills.

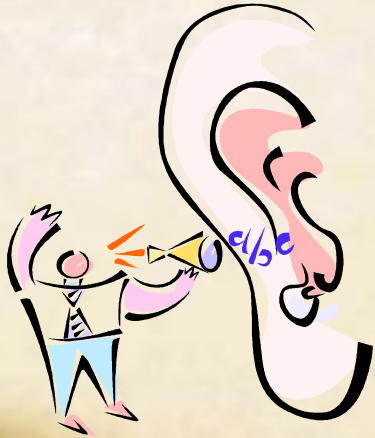
Exercise

Teams list the characteristics and traits
of
a Leader
a Manager
a Boss

A close-up photograph of a hand holding a rectangular wooden sign. The sign is light-colored with a dark brown border. The word "PROCESS!" is written in the center in a bold, black, sans-serif font. The hand is visible on the left side, gripping the edge of the sign. The background is plain white.

PROCESS!

1. KINDLY, Identify the problem



Actively Listen!
What is the issue?
Ask questions for
clarification!

2. Analyze and Verify

- Gather any additional information in order to form a rational perspective.**

3. Creatively, explore options

- No one choice fits ALL...
determine available
options, think up possible
solutions and combine
ideas if necessary.**

4. EMPATHICALLY Communicate

- Inform the customer of your efforts to resolve the complaint.**
- Listen or Ask for feedback.**
- Send supportive non-verbal and verbal messages.**
- Be honest about what you can and cannot do.**

YOUR team members want...


**To be treated
with DIGNITY
AND RESPECT!**

YOUR team members want...

**their *time*
respected!**

YOUR team members want...

their self image
respected.

A hand is holding a light-colored wooden sign with a dark border. The sign is centered and contains the following text in a bold, black, sans-serif font.

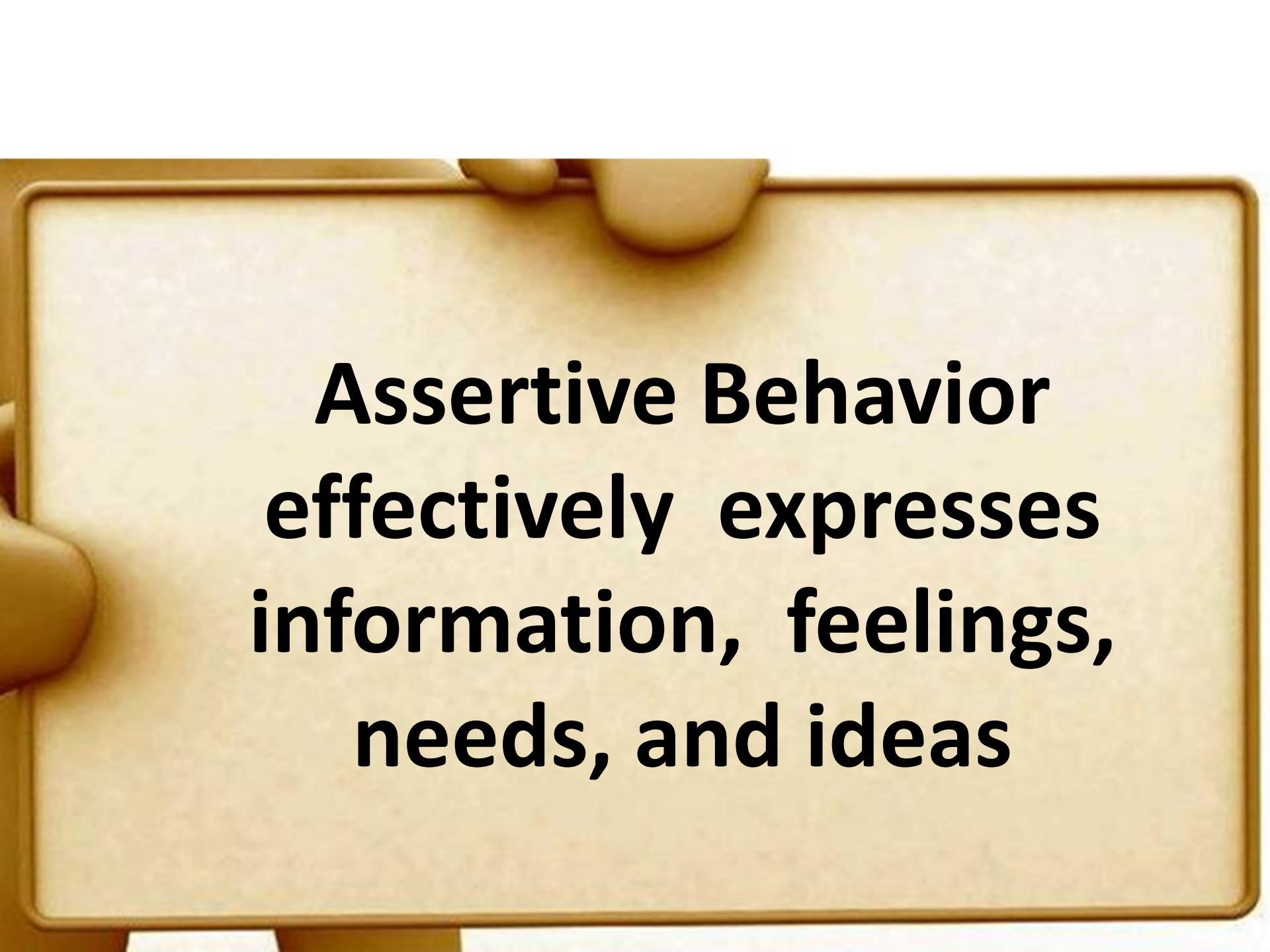
**Developing
Effective
and Empathic
Leadership Skills**

A hand is holding a rectangular wooden sign with a light-colored, textured surface. The sign is held by a hand from the left side, with the thumb and index finger visible. The sign has a dark brown border and a small notch at the top center. The text "One Way IS to...." is written in a bold, black, sans-serif font in the center of the sign.

One Way IS to....

A hand is holding a rectangular wooden sign with a light-colored, textured surface. The sign is held from the left side, and a thumb is visible at the top center. The text on the sign is in a bold, black, sans-serif font.


**Learn and Practice
Assertive Behavior!**

A hand is holding a light-colored wooden sign with a dark border. The sign is held from the top and left sides. The text on the sign is in a bold, black, sans-serif font.


**Assertive Behavior
effectively expresses
information, feelings,
needs, and ideas**

A close-up photograph of a hand holding a rectangular wooden sign. The sign is light-colored wood with a dark brown border. The word "AND" is written in the center in a bold, black, sans-serif font. The hand is visible on the left side, gripping the edge of the sign. The background is plain white.

AND

A hand is holding a light-colored wooden sign with a dark border. The sign contains text in black and blue. The text reads: "respects the **rights of others** as they express information, feelings, needs and ideas." The words "rights of others" are highlighted in blue, while the rest of the text is in black. The sign is held by a hand from the left side, and another hand is visible at the top center, holding the sign from behind.

respects the **rights of others** as they express information, feelings, needs and ideas.

A hand is holding a light-colored wooden sign with a dark border. The sign contains the following text in bold black font:

We CAN
Improve our ability to
communicate effectively
by using
Assertive Behavior!

Assertive Behavior...

Seeks to respect and understand a person's feelings about a particular situation, issue or circumstance.


Assertive Behavior...

**Uses Verbal “I”
statements and
Assertive Body
Language .**


Assertive Behavior...

Seeks


**Principled Solutions to
Problems by...**

A hand is holding a light-colored wooden sign with a dark border. The sign is held from the top and left sides. The text on the sign is centered and reads:


**Addressing and
meeting legitimate
concerns by...**

A hand is holding a light-colored wooden sign with a dark border. The sign has the text "separating People from the Issue or Problem," written on it. The word "People" is in blue, while the rest of the text is in black. The sign is held by a hand from the left side, and another hand is visible at the top, holding the sign from behind.

**separating People
from the Issue or
Problem,**

A hand is holding a rectangular wooden sign with a light-colored, textured surface. The sign is held from the top and left sides. The text on the sign is written in a bold, black, sans-serif font and is centered. The background is plain white.

**using objective standards
of fairness and courtesy,
and...**

A hand is holding a rectangular wooden sign with a light-colored, textured surface. The sign is held from the left side, and the text is centered on it. The background is plain white.

**inventing options for
mutual gain!**

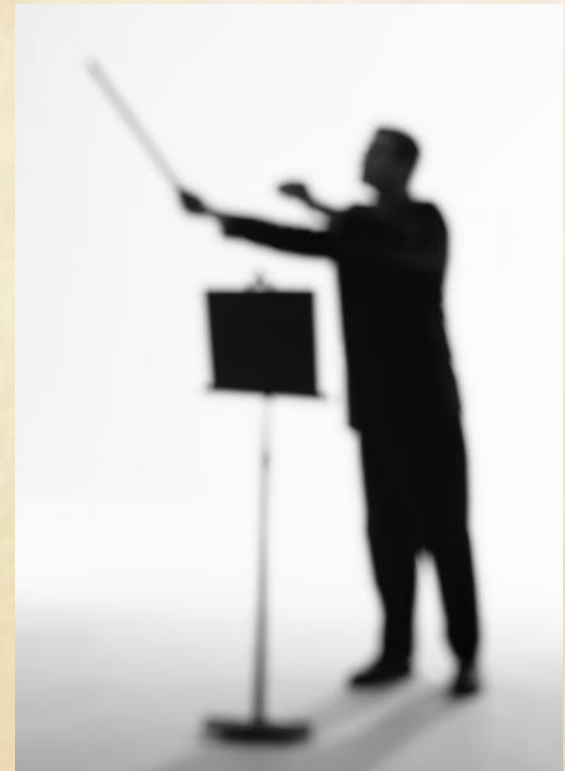
Finally,

The M.I.T.

(The Most Important Thing)

Daily

- **Take Time**
- **Personal RENEWAL...**
Mentally
- **Physically**
- **Emotionally AND**
- **Spiritually!**



It has been my pleasure to serve you!

Barbara Armstrong White

UCAN Educational Services



P.O. Box 11116
Fayetteville, NC

28303-2799

910 978 1207

ucan@earthlink.net

References Used to Prepare this Presentation:

AWAYRE. LEADERS VS MANAGERS: TRAITS, QUALITIES AND CHARACTERISTICS.

[HTTP://AWAYRE.HUBPAGES.COM/HUB/LEADER-VS-MANAGER](http://awayre.hubpages.com/hub/leader-vs-manager)

EDINGER, SCOTT. THE ONE SKILL ALL LEADERS SHOULD WORK ON, HARVARD BUSINESS REVIEW

[HTTP://BLOGS.HBR.ORG/2012/03/THE-ONE-SKILL-ALL-LEADERS-SHOU/](http://blogs.hbr.org/2012/03/the-one-skill-all-leaders-shou/)

NAW EDITOR. NEGOTIATION AT WORK: WHAT IS PRINCIPLED NEGOTIATION.

[HTTP://NEGOTIATION.ATWORK-NETWORK.COM/2008/06/16/WHAT-IS-PRINCIPLED-NEGOTIATION/](http://negotiation.atwork-network.com/2008/06/16/what-is-principled-negotiation/)

TEAM MANAGEMENT SKILLS: THE CORE SKILLS NEEDED TO MANAGE YOUR TEAM

[HTTP://WWW.MINDTOOLS.COM/PAGES/ARTICLE/NEWTMM_92.HTM](http://www.mindtools.com/pages/article/newtmm_92.htm)

Professional Experience Used for this Presentation

Presented over 22 seminars, workshops and certification classes for completion of requirements for award of American Management Association Certificate in Management (required completion of six courses) and Advanced Certificate in Management (required completion of ten courses).

Served as Executive Director for first OTP in Cumberland County
Created an Leadership Tract called “Empathic Professionalism ©”

Created and Facilitated numerous staff development tracts for OTP’s throughout the state.

I believe U really CAN...
Understand, Contribute, Achieve and Nurture...For Real!

