

Enhancing Team Development and Organizational Capacity



Healthy Teen Network Conference
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Center for Health Training

“This works because emphasis is on the positive, rather than the problem.”

~Meeting participant

Objectives

- ❖ Describe framework for effective team development and program planning
- ❖ Explain process of Appreciative Inquiry to enhance organizational capacity
- ❖ Apply these models in your organizations

Agenda

- ❖ Introductions and Purpose
- ❖ Framework - Team Development
- ❖ Appreciative Inquiry
- ❖ Next Steps

Team Work



A Model for Team Work

Goals

Roles

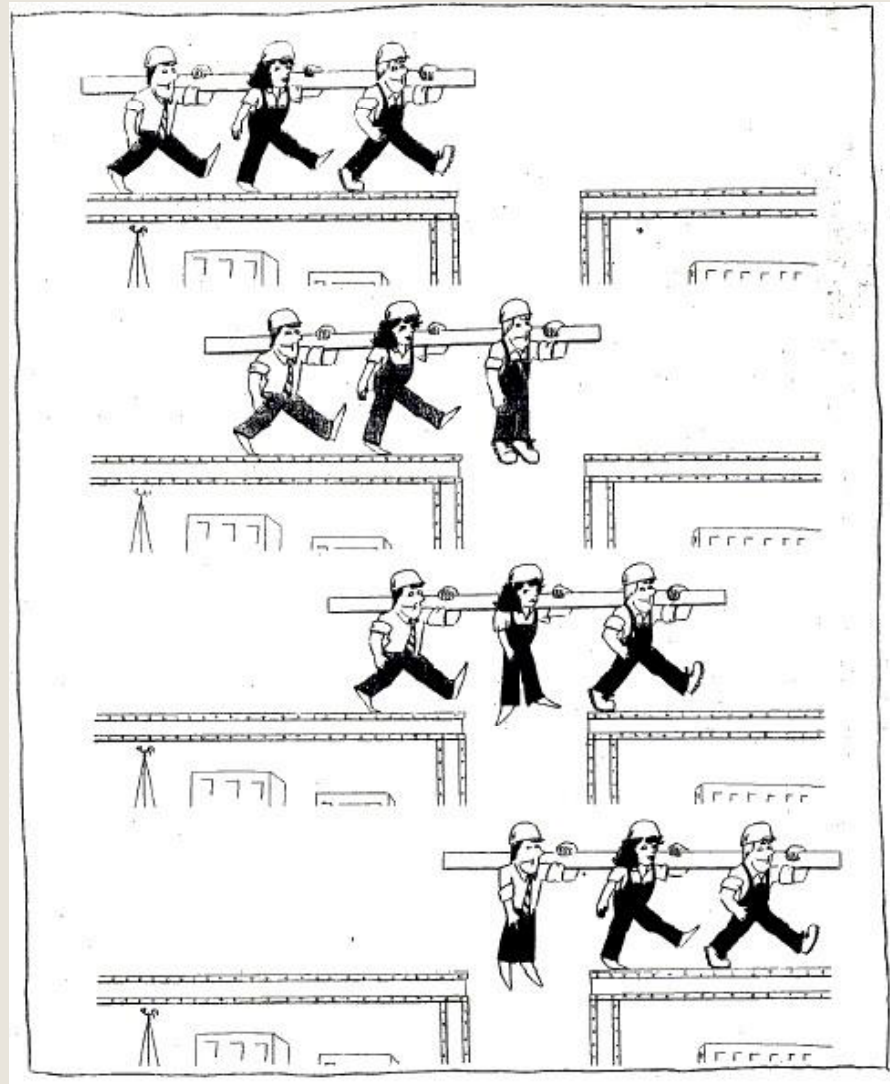
Procedures



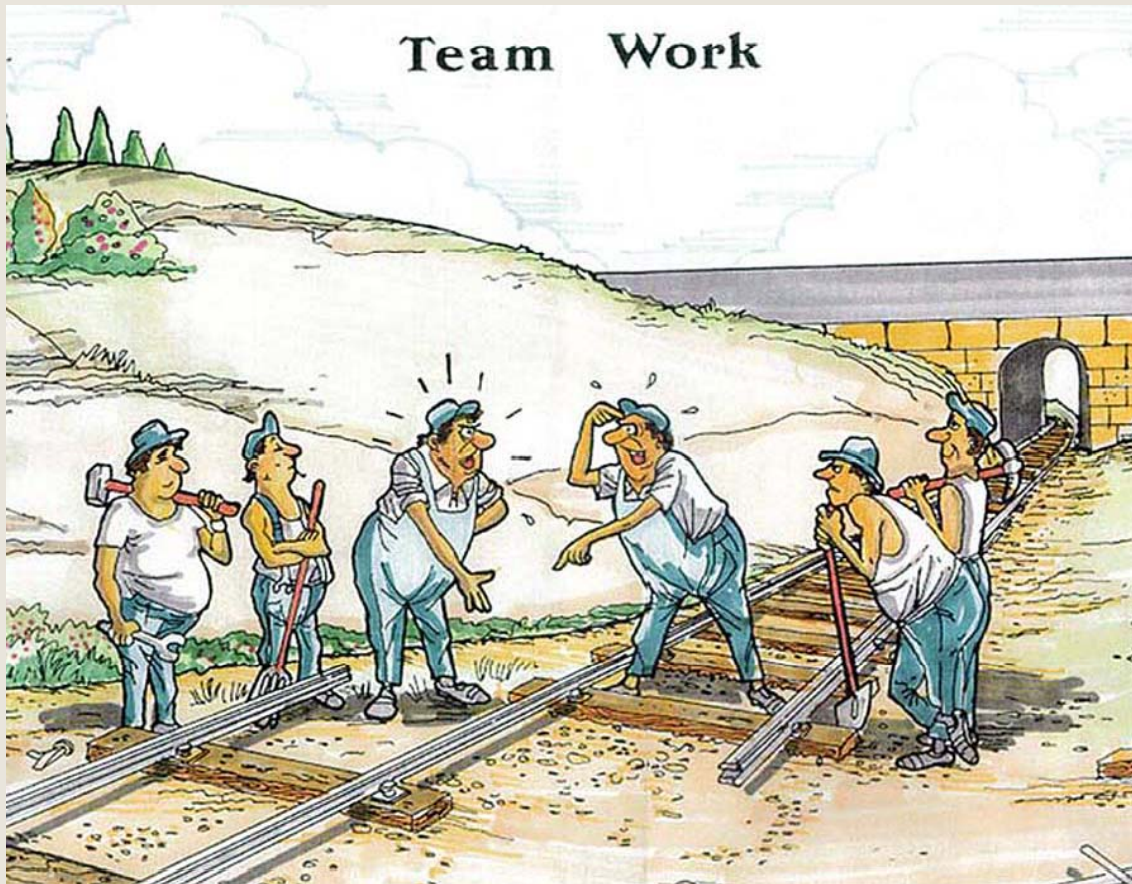
Goals



Roles



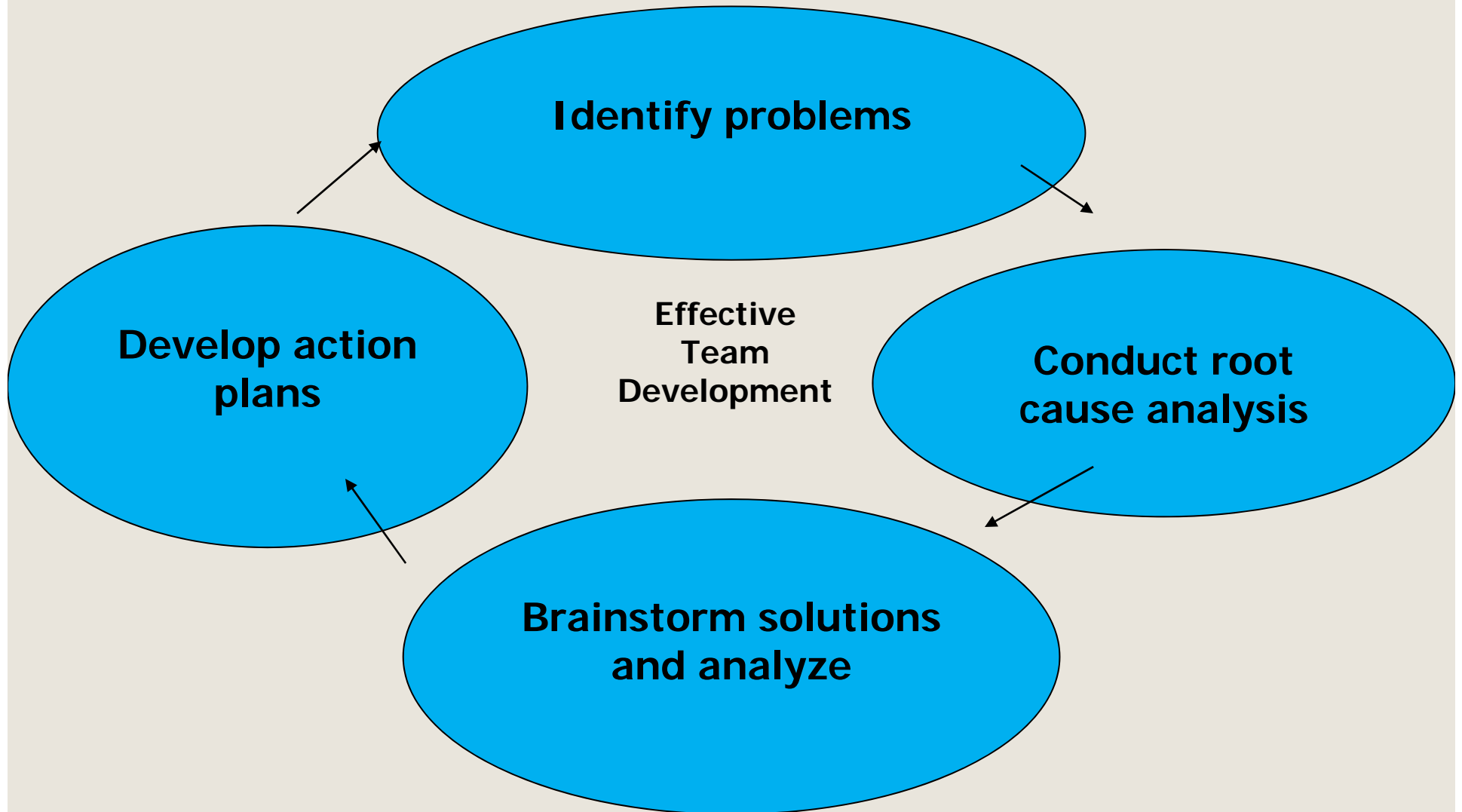
Procedures



Goals, Roles & Procedures



Problem Solving in Organizations



Appreciative Inquiry

Discovering the best

Asking positive questions

Harness potential

Appreciative Inquiry

Shifts from

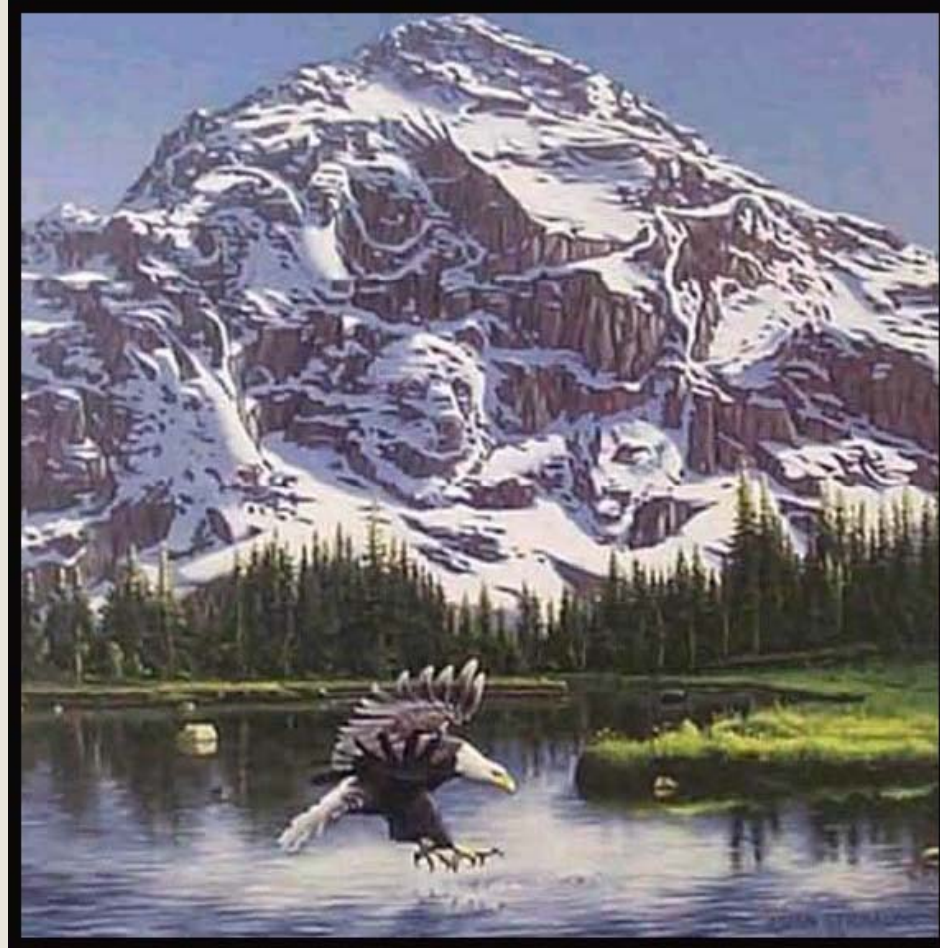
deficits to strengths

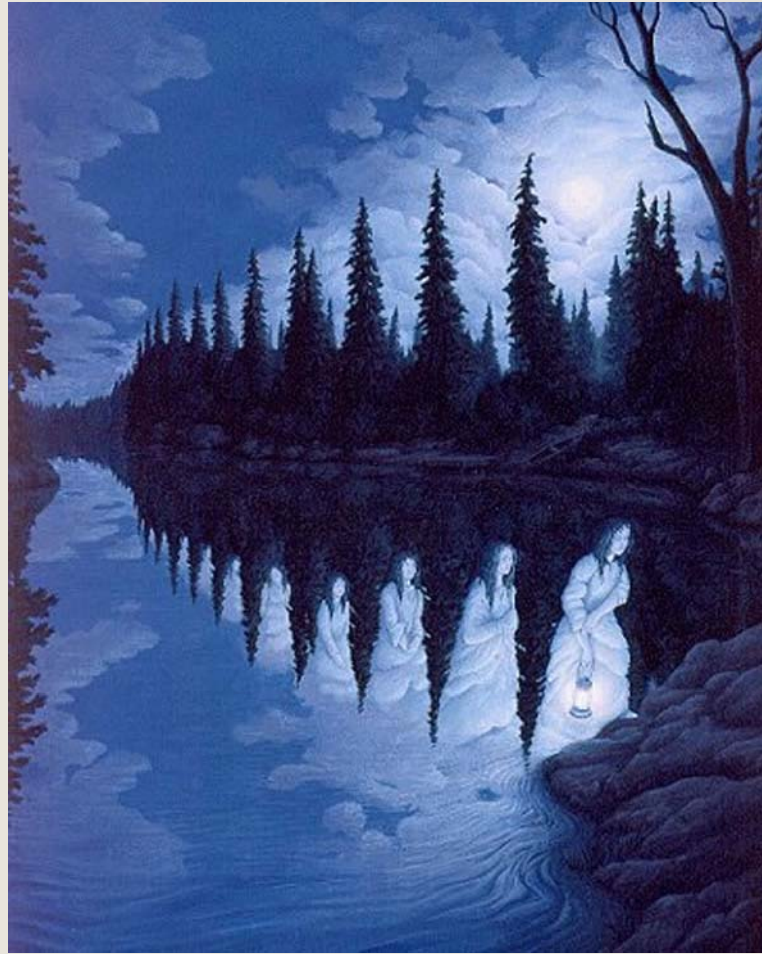
problems to possibilities

Links positive energy to change

Optimizes resources

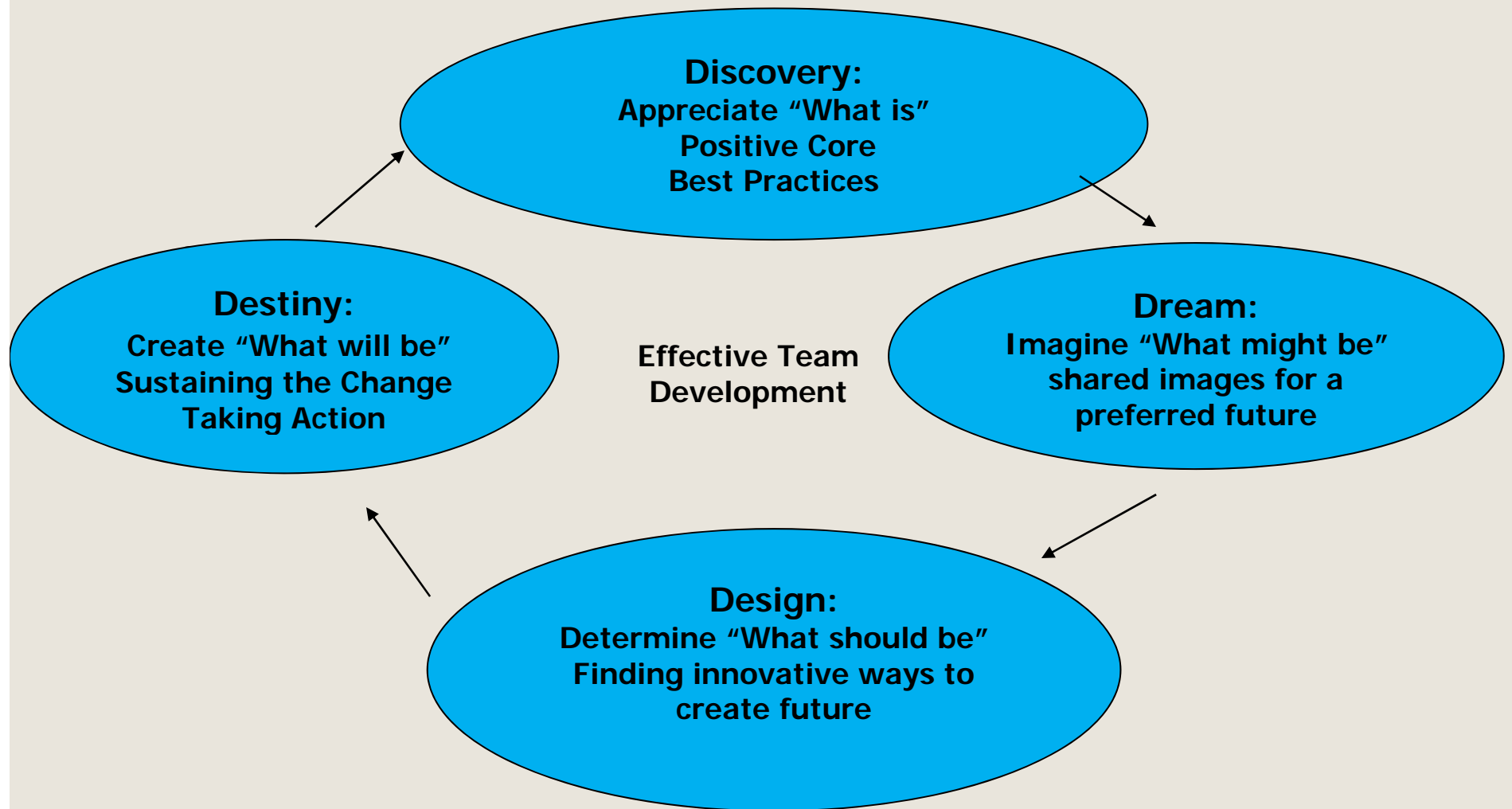
What do you see?







The Appreciative Inquiry "4-D" Process



Discovery - Interviews

Interviewee describes
best experience

Interviewer notes
highlights of story



Interviews

Ask the questions as written.

Pause.

Listen.



Inquiry Sharing

Recap stories, inspirations, quotes

A composite picture of best experiences



Inquiry Sharing - Process

Three pairs join

Partner's highlights

Common themes

Best, inspiring, compelling experiences



Design – Conditions for Success

Common themes



parameters for teams

Core values, strengths



Core Values, Strengths & Conditions for Success

Teams list

Report

Next steps



Destiny – “Dream Team”

Inspire people to take the “journey”

Ideas and images
of the desired future



Building a Shared Vision

Team members understand ... purpose, goals, leadership, relationships, communication and processes.

What 3 goals would *you* propose?



Goal

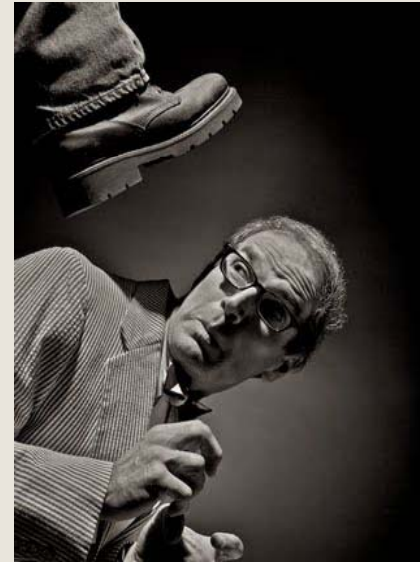
Action Steps	Who	By when

How to Enhance Innovation

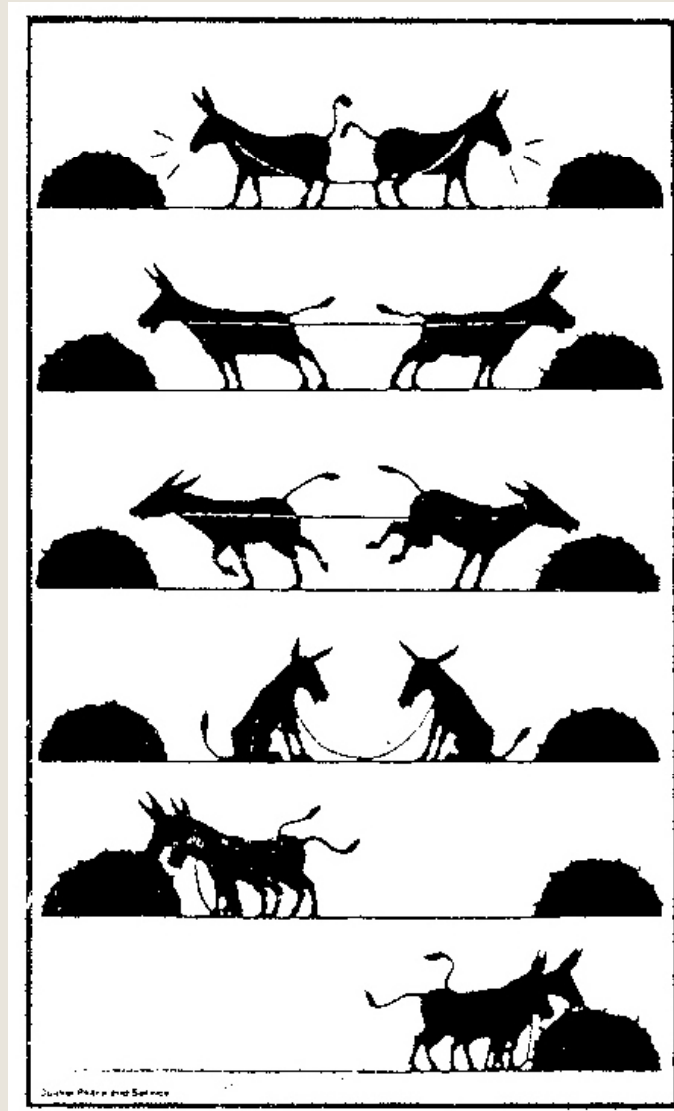
Vision + Skills + Incentives +
Resources + Action Plan =

Motivated/Change

What happens when an element is missing?



Teamwork = Partnership



Focus: Communication up/down

Goal: Open two-way communication among leadership and staff in a safe environment

What needs to be done?

- Train and promote active listening skills
- Establish general ground rules for meetings
- Regular meetings of section/leadership (this group) and Unit/Section activities – every two weeks
- Suggestion box: for improving systems, work processes, etc.

Who need to be involved?

This group

When will it be done?

Can start immediately – 2 weeks

How do you know it is working?

People will be more comfortable asking for help

9 months later ...

Program area logos

Group clean-up days

Celebrations

Follow-up trainings – team building,
communication skills

Service projects

Coming together is a
beginning.
Keeping together is progress.
Working together is success.



Henry Ford

Thank you!

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Organizational Development &
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