



“GO Team supports you in forming, building and maintaining high performing workgroups by providing just the training you need, *when* you need it.”

Inside this issue:

Announcing Go Team!	1
Getting Around to Solving Problems	2
Book Review: <i>Switch</i> by Chip Heath and Dan Heath	4
Contacting Us	4

Announcing GO Team!



GO Team

Powering Teams to Perform

In the last issue of Collaborations, Susan wrote about her partnership with David Hutchens in the creation of a new training product for teams. As of the publishing of this issue, we’re very excited to announce that GO Team is complete and already is being used to help teams!

So, what is GO Team, exactly?

GO Team is team training delivered via a series of short modules that are about two to three hours in length. The participant guides lead the team through energizing exercises on the given topic. GO Team supports you in forming, building and maintaining high performing workgroups by providing just the training you need, *when* you need it. Divided into 18 short, highly engaging modules, GO Team takes team training out of the lecture hall and places it at the front lines of the work. For example, is the team experiencing *conflict*? Grab a few copies of the GO Team module titled *Resolving Team Conflict*, and the conflict becomes an opportunity for critical capability building that will serve the team well into the future!

What topics are included in GO Team?

GO Team modules are divided into 3 groups: Level 1: Setup for Success modules are foundational modules. All teams need to have these conversations. New teams will probably want to work their way through all of these modules. Teams that have been working together for awhile, may find that they have neglected one or more of these conversations and should select those for the team. The last module in this group is a team assessment, which is a great tool to help determine which modules a team needs!

Level 1: Setup for Success

- *Getting Grounded in Team Basics*
- *Creating Team Operating Guidelines*

(Continued on page 2)

(Continued from page 1)

Level 1: continued

- *Establishing Team Purpose and Goals*
- *Clarifying Team Roles*
- *Building on Style Differences*
- *Assessing the Team*

Level 2: Go Team! modules focus on team processes that can help teams work more effectively together. Effective teams discuss these topic areas and find they are more efficient and produce better results together.

Level 2: Go Team!

- *Enhancing Team Communication*
- *Running Effective Team Meetings*
- *Making Team Decisions*
- *Avoiding Groupthink*
- *Resolving Team Conflict*
- *Solving Team Issues*

Level 3: See You at the Top modules are topics that we find most high performing teams have discussed together. These are topics that all teams will want to work through together at some point to create an environment of synergy and great performance.

Level 3: See You at the Top

- *Building Team Trust*
- *Giving and Receiving Feedback*
- *Sharing Leadership*
- *Sparking Team Creativity*
- *Managing Change*
- *Leveraging Team Learning*

How does GO Team work?

A team comes together for 2 hours with a facilitator who is experienced working with groups. Team members each have a participant guide and the facilitator has a facilitator guide. Armed with a white board or flip chart and a few tools like sticky-notes, the team engages in a dialogue on the topic at hand. Exercises in each of

the modules are involving, active, and fun. Team members learn by continually connecting theory to practice, while exploring big ideas and committing to action plans in a face-to-face dialogue.

What does GO Team cost?

Participant modules are just \$12 each and facilitator guides \$20 each (plus shipping and sales tax where applicable). We currently have several clients who have ordered a full set of modules. When a team says “we need help,” they look through their GO Team library and select the module or modules that will best help the team with its issue. We use a print-on-demand process and can have materials to you quickly to support your team’s needs.

What are the facilitator qualifications for GO Team?

Anyone who has experience working with groups can guide teams using GO Team. For those who don’t have the experience, we will be offering Train-the-Trainer and coaching options.

How can I learn more about GO Team?

Send an e-mail to Susan (sgerke@sbcglobal.net) or call her at (949) 831-7088. Our GO Team website is currently under construction. It should be live by the next issue of Collaborations!

Getting around to solving problems...

Question: Our business has been great and we have been very, very busy. We have some organizational, structural, and procedural problems that we just haven’t been able to get around to. We know they need work, but so far we have been able to work around these issues. What is your advice on how critical it is that we work on this aspect of our organization?

Collaborations response: What a great problem! Given the current economic atmosphere the fact that business is good, and you are busy, is a very good

ON THE WEB ~ Visit www.susangerke.com and www.davecarey.com

Both websites carry all past issues of *Collaborations*. With *Adobe Acrobat Reader 4.0* you can view or download and print the issues.

(Continued from page 2)

thing! The first priority of being in business is to have business!

On the one hand, the old adage, “make hay while the sun shines” is good advice. On the other hand, you say there are “organizational, structural and procedural issues,” and you infer these are in some way problematic, so much so that you have developed “work around” solutions. Our basic advice is that these issues eventually will have to be addressed - or at some point they will begin to limit your success.



Do you really not have the time?

One thought from our experience is, and this is only a guess, that you may actually have the

time to work on these issues. We are reasonably sure that, if we were to follow you around for a few days, we could find any number of things that you keep busy with just because you are hooked on activity. It is easy to be seduced into a mindset that every activity you do is absolutely necessary. However, if challenged some of those activities may just be busyness for the sake of being busy.

Our culture values immediacy, action, activity - whether or not it is necessary or the most effective use of our time. We have worked many places where people are addicted to activity and adrenaline... how about you?

How many times a day do you check your email? Email can distract you from work that is very important. When you check it, you end up responding to it, and then...?

Or are you reluctant to tackle the issues?

Another thought is to ask if it's possible that you are not able “to get around to” the issues you recognize as needing work because they may be someone's sacred cow? Or because they are sensitive and there will be strong opinions, disagreement and perhaps



conflict that will have to be addressed? Or because the issues are the result of personal preference, personality, and personal agenda differences?

Our experience is that most often those reasons are really the culprits. Frequently, we tend to avoid issues with implications like those mentioned just above. A very candid, honest approach to what is to be done and where to spend your time and energy is called for.

You don't say what kinds of “problems” and “issues” you recognize as existing. Our general advice is that at some point organizational, structural, and procedural issues will begin to take a toll. Somehow you do need to get around to working on them. If they are sensitive, as we mentioned above, you may need to hire a consultant or facilitator - we know a couple of good ones. ☺

If it's important, it needs attention

Another lesson we have learned from years of working with groups and organizations is that when you put money and time on the line you are able to “get around” to many, many things you have otherwise put off for any number of reasons including those we cited above. And often it doesn't take an inordinate amount of time. It just takes a structured and disciplined approach to working on whatever the issues are.



It usually isn't that you don't know what the issues are, or how you might work on resolving them, rather it's that you won't dedicate the time and energy, and sometimes money, to doing so.

Somehow you need to begin planning how and when you will begin working on the “problems” and “issues” that you recognize exist. If your business continues to be successful, and becomes even more successful, the “issues” won't go away. The highest probability is that these “problems” will one day really bite you! Then, when that happens, all the excuses about why you weren't able to work on them will seem pretty weak.

In the Spring 2010 issue of *Collaborations*, available on our web sites, we talked about the “tyranny of the urgent” overriding our need to get to and be working on that which is “important” - but not urgent. Our concern is that what you are asking about is exactly that: important, but not urgent. You are in the position to be able to figure that out. We would urge you to do so.

Susan Gerke

is the president of Gerke Consulting & Development and “helps people work better, together.” Susan's focus since 1989 has been in designing, customizing and implementing leadership and teamwork programs meeting the needs of executives, managers, and employees in a wide number of companies and industries.

Application of her skill and knowledge has been in facilitation, consulting, curriculum development, and coaching. Susan has developed and delivered experiential programs in the areas of *group dynamics, team basics, mentoring, and facilitation skills*. She has worked with global teams and has certified facilitators around the world to deliver management, leadership, and team offerings.



A recognized expert on remote leadership and teaming, Susan is the co-author of *The I in Team ... Accelerating Performance of Remote and Co-located Teams*, and *Quick Guide to Interaction Styles and Working Remotely*.

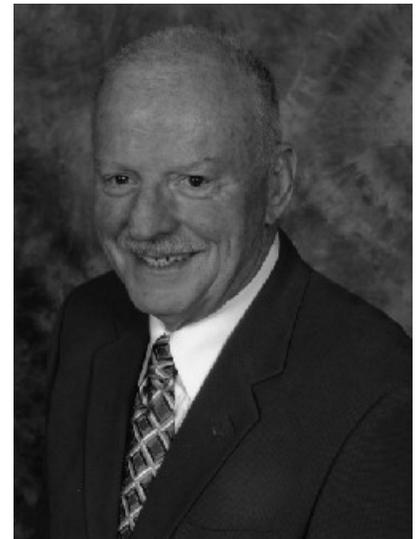
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Dave Carey

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As a consultant and coach he focuses on *helping people work together more effectively*. He is an expert in team building, organizational & leadership development.

A graduate of the United States Naval Academy, Dave is a retired Navy Captain. As a Navy pilot he was shot down and spent 5 & 1/2 years as a POW in North Vietnam. His book *The Ways We Choose: Lessons For Life From A POW's Experience* is in it's third printing.



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Book Review

Switch by Chip Heath and Dan Heath

You will be immediately reminded of how difficult change can be when you read the book's subtitle -- "How to Change Things When Change is Hard." After sharing three surprises about change, the authors tell us that our minds are ruled by two different systems – the rational mind and the emotional mind. It's tough to make change when these two minds are in conflict.

With excellent stories as examples, the Heath brothers show how everyday people have achieved dramatic results by uniting both minds.

I have found in the few weeks since reading this book, that I have referenced it several times, both at home and in my work. If you ever see people resisting change, I recommend you read this book!

