Rebooting a Dysfunctional Team

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Causes of a Dysfunctional Team

- Lack of 2-Way Communication
- Hiring, Comparison
- Lack of Leadership
- Lack of Positive Work Culture

The Phases of the Team

Forming

Team acquaints and establishes ground rules. Formalities are preserved and members are treated as strangers.



Storming

Members start to communicate their feelings but still view themselves as individuals rather than part of the team. They resist control by group leaders and show hostility.



Norming

People feel part of the team and realize that they can achieve work if they accept other viewpoints.



Performing

The team works in an open and trusting atmosphere where flexibility is the key and hierarchy is of little importance.



Adjourning

The team conducts an assessment of the year and implements a plan for transitioning roles and recognizing members' contributions.



Characteristics of a Dysfunctional Team



The Shadow of the Leader



The leader of any team will cast a "shadow" across the team. It will be composed of who the leader is, what they believe, and what they tolerate.

Forming 1-1, Instruct Storming Direct, Set Goals Norming Participate, Give Kudos Performing Delegate, Celebrate

What is your leadership shadow?

Accidental Culture evolves over time based on;

- Response to ideas or errors,
- Interactions between customers/employee.
- Not walking the talk.

Intentional culture is transformative and is based on;

- · The value of diversity,
- · How failures are managed,
- What behaviors are rewarded.

What aspects of your culture are accidental vs. intentional?

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ABOUT YOUR SPEAKER

Glenna Hecht, SPHR-Senior Professional in Human Resources, founded Humanistic Consulting in 2010 after a 30-year career leading HR/Training functions for world renowned brands. Humanistic Consulting provides outsourced human resource and training solutions to all facets of the floral industry. Glenna is most noted for her energy, passion, expertise, and connection with the audience. To learn more about her services and get the monthly "What the Hecht" blog, go to: glenna@glennahecht.com 855-4HR-4111