



Credo Consulting
Building Healthy & Productive Teams

Dynamics of Teams at Work: Motivation and Conflict

It takes teams to get things done. Virtually all worthwhile work requires the combined efforts of people working towards a common goal. The leader's job is to "see" the team members' individual talents, to tap into their motivational drives, and to orchestrate their combined efforts to accomplish their goal. It's not an easy job.

People come to work with different talents and value systems. They want different things from the work experience. Those differences can erode trust, commitment, and communication as well as catalyze conflict on the team. And conflict destroys productivity. Consequently, leaders, and team members, need powerful lenses to see and accurately diagnose the different *Motivational Value Systems (MVS)* and *Conflict Styles (CS)* at work on their teams.

In this two-day program, participants will learn about *Relationship Awareness Theory* and how to:

- identify the *MVS's* (think "human operating systems") of the people on the team.
- tap into team members' *MVS* to engage their talents to accomplish important work.
- identify *Conflict Styles and Conflict Progressions* of the people on their teams.
- manage the conflict dynamics on the team to minimize disruptions in team effectiveness.
- actually resolve conflicts so they don't continue to simmer - vaporizing productivity along the way.

Major Course Objective

Participants learn how to recognize the different motivational values and conflict styles at work in people and to adjust their behavior in order to foster stronger relationships.

Instructional Methods

The ratio of didactic instruction versus interactive/experiential learning is approximately 2/1. Didactic portions of the course are conducted in a highly conversational style and are complemented with frequent small group exercises, discussions, case studies, and role-plays.

Participants identify a "key relationship" and make a "relationship plan" outlining how they can better interact and handle conflict with the person identified.