

Actually, it IS all about You!

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What we'll cover

- Our shared experiences
- Typical approaches
- A different model
- The bottom line (or two)

Sentence completion

- The characteristics of my BEST project experience are...
- The characteristics of my WORST project experience are...

Typical approaches

- Industry: What the government really is doing.
- Consultants: You need my product...By the way, what is it that you do?
- Management: I have my own fires!
- Projects: We need to do this my way!

A different approach

- Start with ourselves, progress outward
- Proactive involvement
- Sequential building of the team
- Constant feedback and improvement



The I in team

- Personal inventories - understanding ourselves
- Making time - respecting our own needs
- Understanding and improving our own efficiency



Get along

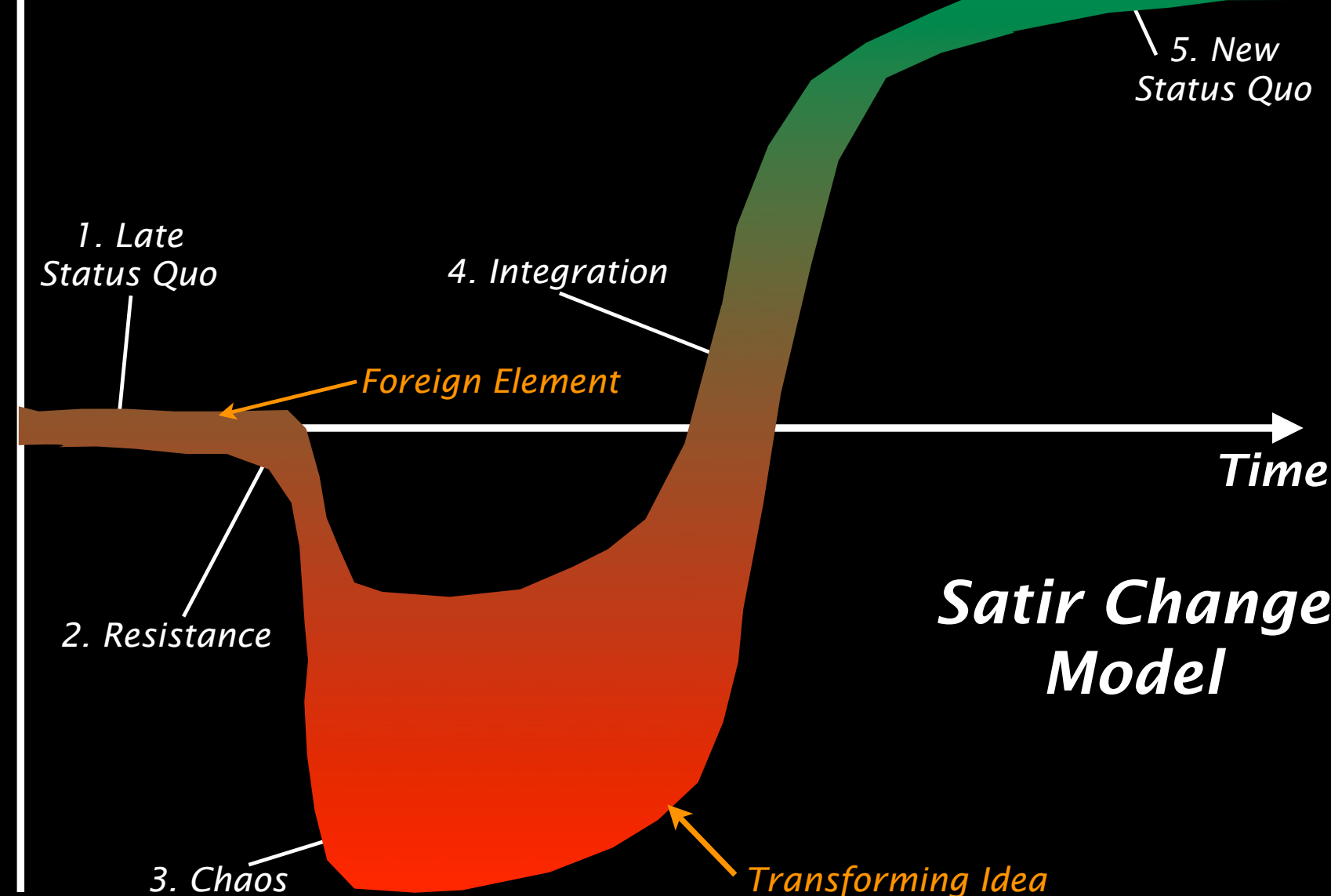
- Active listening - really!
- Appreciating the motivations of others
- Solving from a position of shared values
- Resolving conflict collaboratively



Add cohesion

- Recognize that different perspectives are required
- Observe and appreciate the positive
- Consciously drive the stages of team development
- Understand the cost of change

Performance



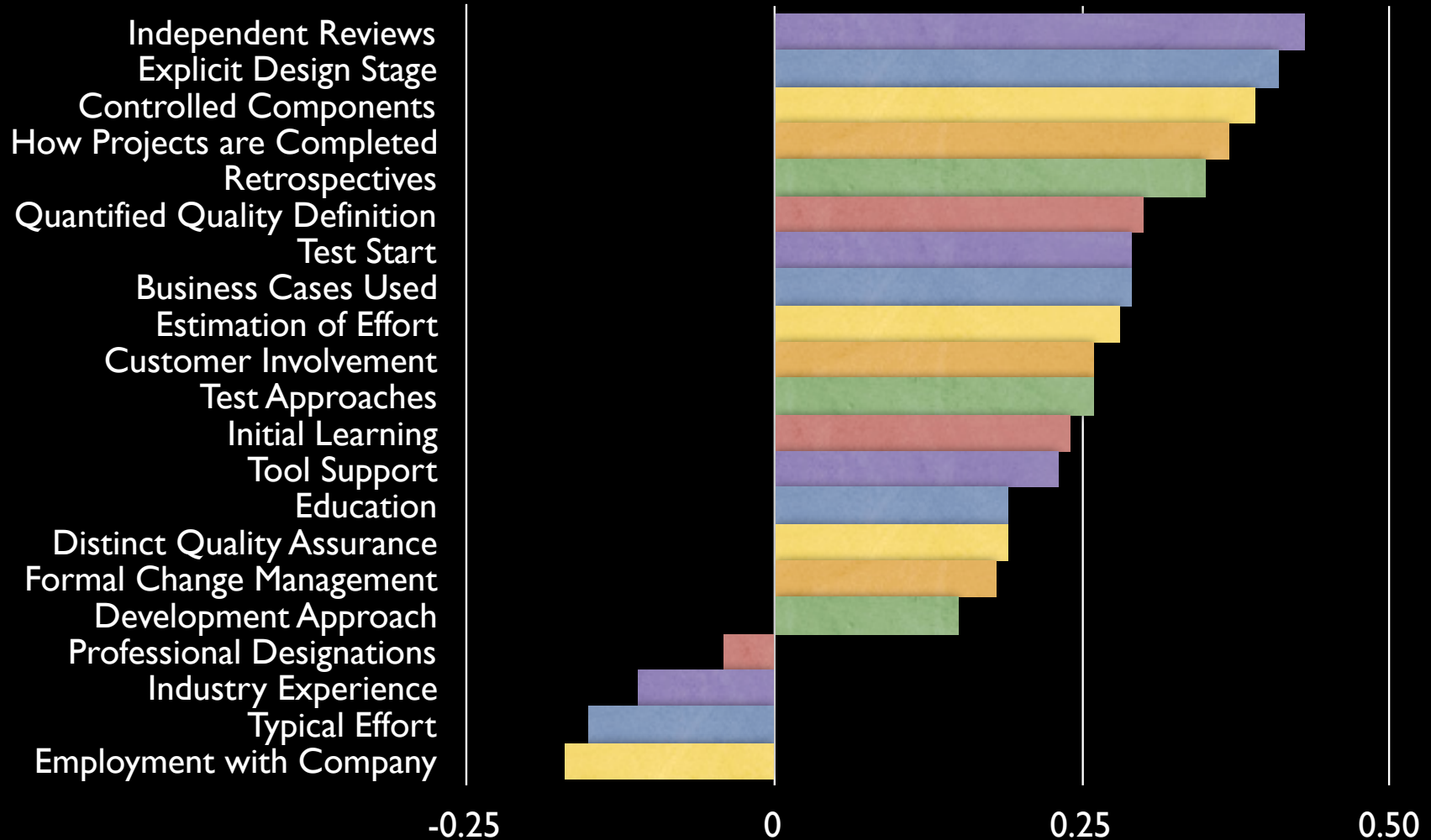
Satir Change Model



Create value

- Stakeholders are people, too
- Select the approach considering the participants, the product, and the environment, not the religion
- Continuously sharpen the saw

Correlation?



The most effective approach for improving quality is for **you** to consciously, positively, congruently engage all participants involved.

Do this, and everything else becomes easier.

Thoughts?

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