



Working with challenging Team members

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The Life Cycles of Treatment Court Teams

What happens when we don't work together?

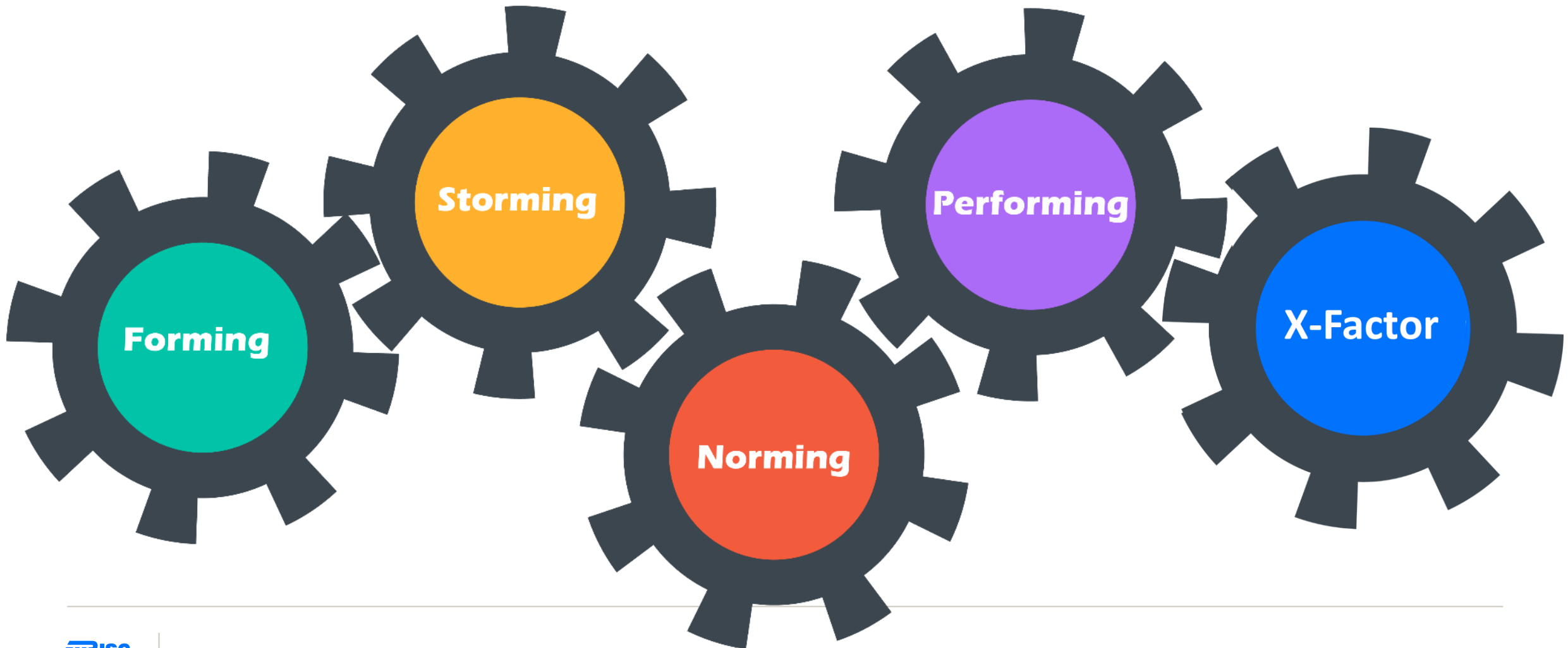


Stages of Team Development



- Forming
- Storming
- Norming
- Performing

Stages of Team Development





Teambuilding is essential





Six Factors for Team Effectiveness



1. Reinforce a shared purpose
2. Role clarity
3. Promote enabling processes
4. Psychological safety
5. Encourage collaborative spirit
6. Foster growth

Groups

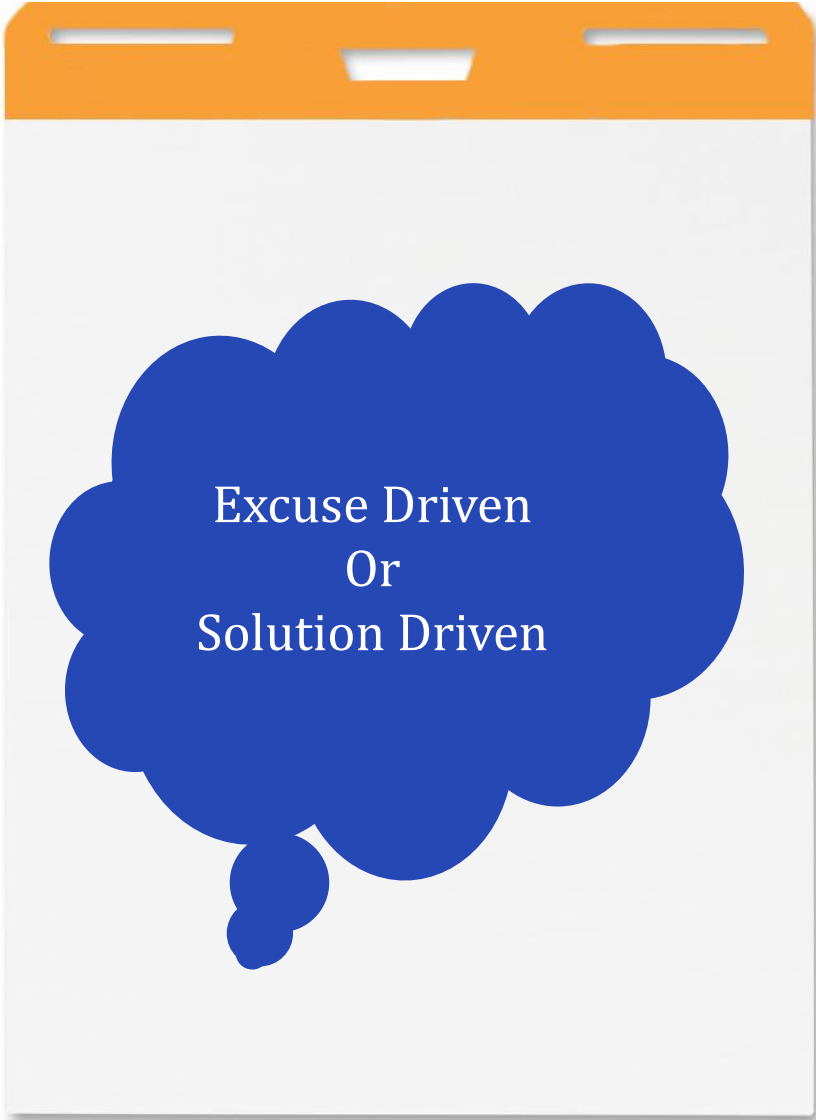


vs

Teams



Groups vs Teams



Excuse Driven
Or
Solution Driven

- Problem – without leadership, direction, goals, groups become unmanageable and unproductive
- Brainstorm: Think back to groups you've been involved with that were not enjoyable experiences. What made those groups not fun to participate in?

Groups vs Teams



WIIFM

VS

NIMBY

- Groups with a common purpose and values that are understood by all the members
- Brainstorm: What skills and tools do you bring to make a team successful?

Secret Ingredient



Trust

**Is a key ingredient for a
high-performing treatment court**

How do we build trust?

Five Elements of Trust

Transparent

Respect

Unite

Show

Trust-building activities



Create Open Communication Channels



- Barriers to learning is usually a result of miscommunication
- Training should be a two-way conversation, not a lecture
- Provide opportunities for the learner to ask questions?



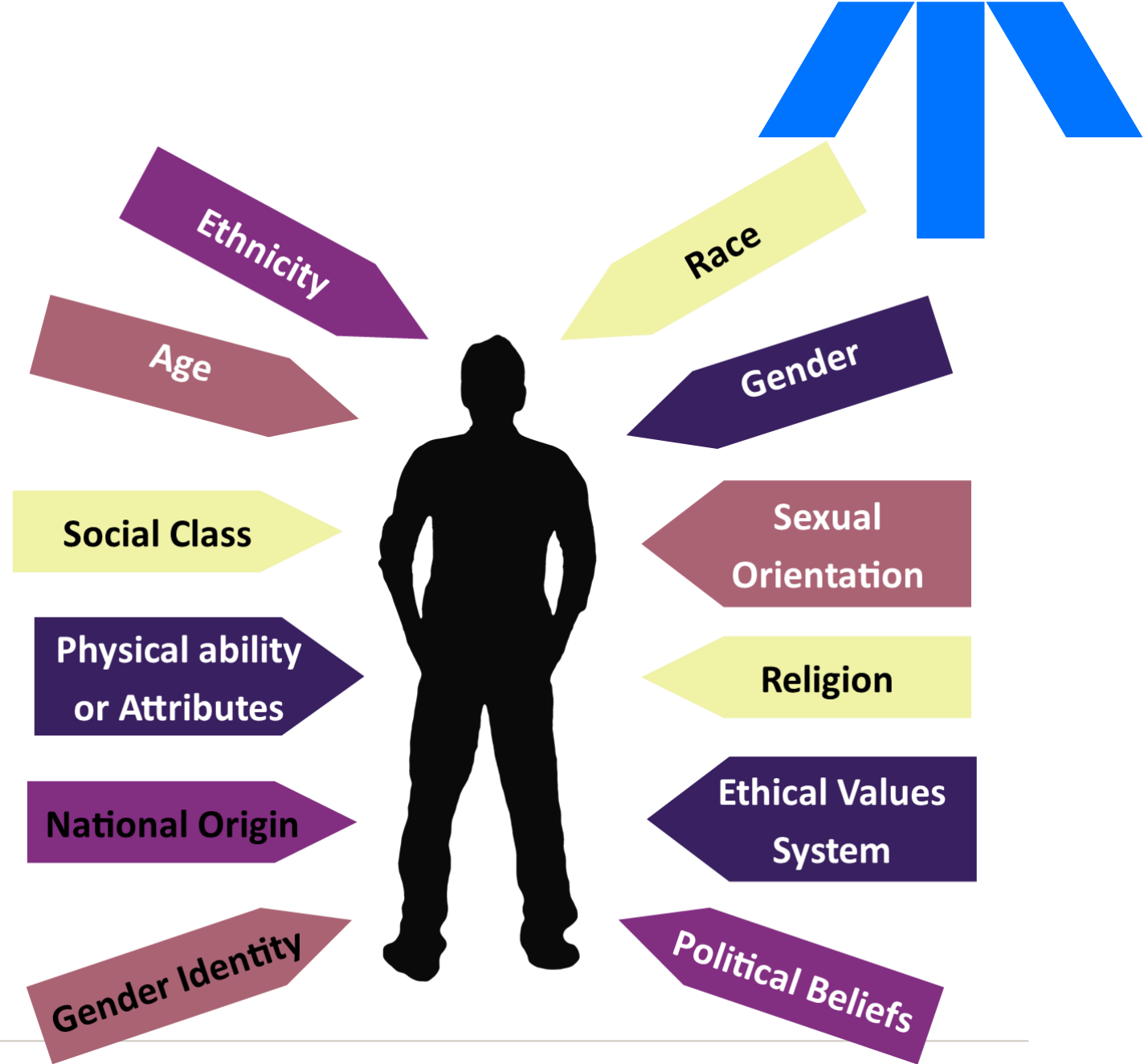
Building Credibility

- Your credibility is based on the audience's belief that they can learn something from you
- Trust
- Competence
- Dynamism
- Authenticity



Diversity is a Fact

- Diversity is the range of human differences
- Inclusion is an act and takes practice
- Equity is the goal

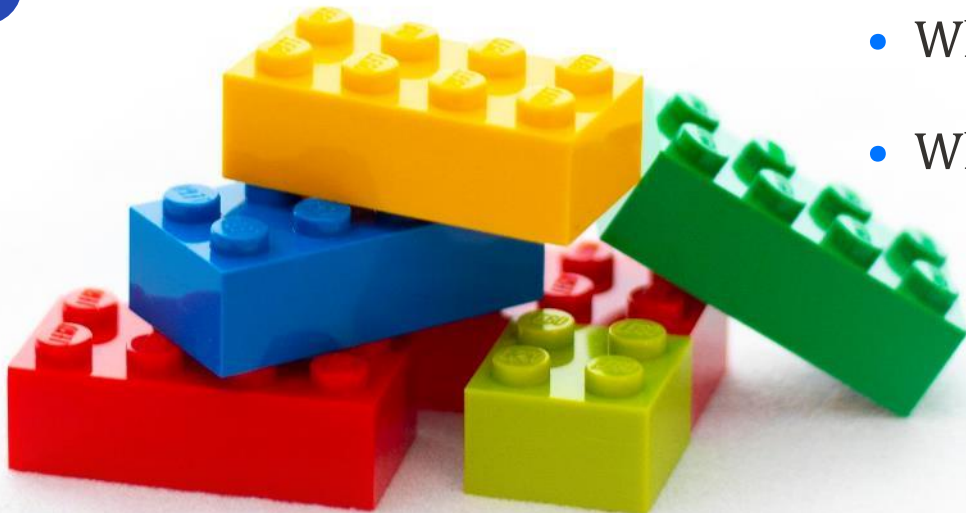


Provide Structure to the Discussion



FOCUS ON
BUILDING

- Decide on a process for the discussion
 - Where will the discussion take place
 - Agenda
 - What are the key points to address
 - What is the goal of the discussion



Why Does Conflict Occur?



- Lack of communication
- A value conflict
- Lack of effective leadership or decision-making
- Discrepancies in role expectations
- Low productivity
- Unresolved prior conflict

Results of Conflict Resolution

- Successful

- Better ideas are produced
- Forced to search for new approaches
- Old problems surface and addressed
- Forced to clarify their views
- Tension stimulates interest and creativity
- People have a chance to test their capabilities

- Unsuccessful

- People feel defeated and humiliated
- The distance between the parties increases instead of decreasing
- A climate of distrust develops
- Cooperation may decrease
- Resistance develops when teamwork is needed

Dealing with Conflict

Avoidance

- Not satisfying - leave uncertainty about dealing with the same situation in the future.

Diffusion

- Delaying actions in an attempt to cool the situation.

Confrontation

- Addressing conflicting issues or persons.



Dealing with Conflict



Arbitration

- Both sides in stalemate, third party decides the issue.

Voting

- Majority rules

Compromise

- Negotiation and bargaining to reach a satisfactory agreement

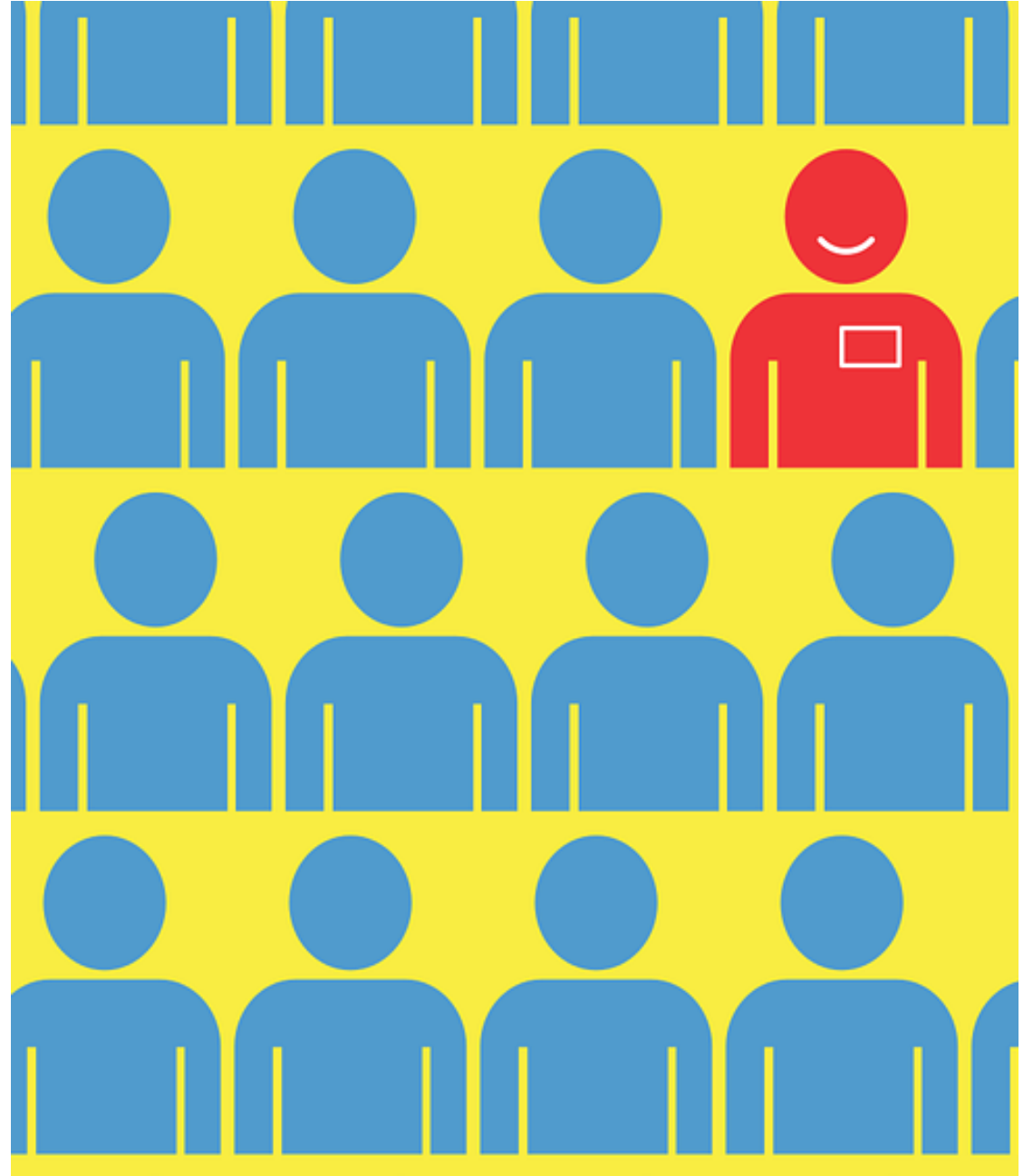
Consensus

- Brings all parties in the conflict to a mutually satisfying resolution





Treatment Courts and the Change Process

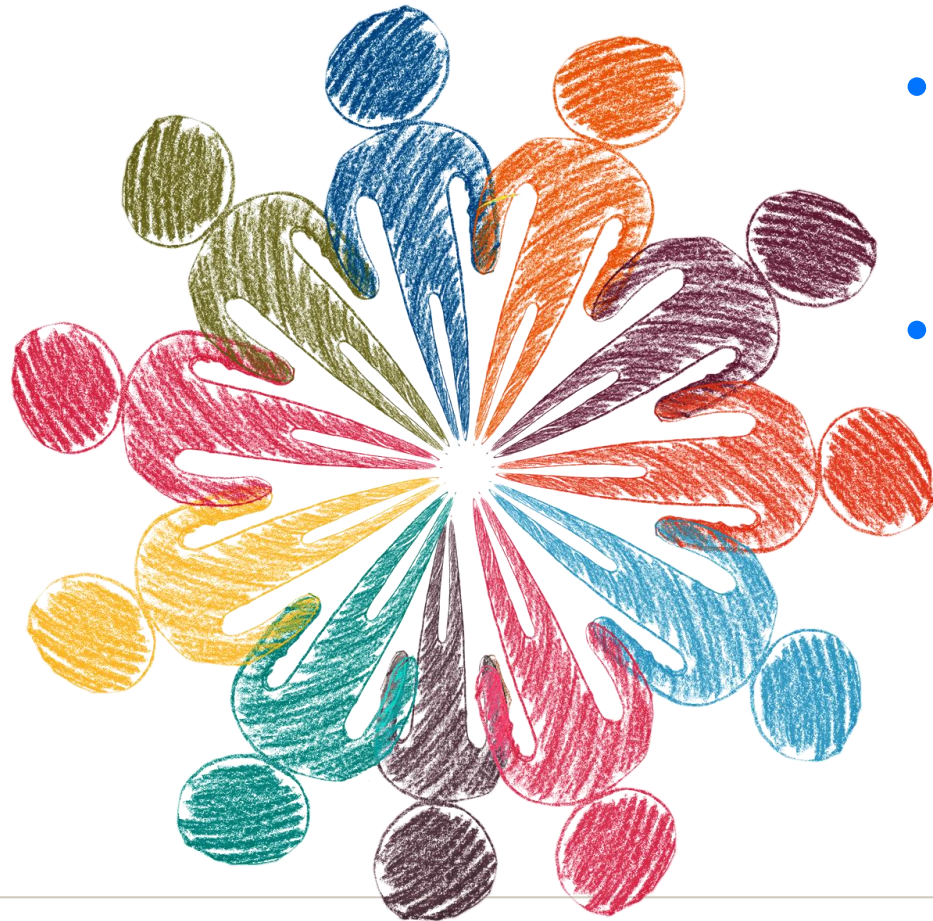


The “20-50-30 Rule”



- *20% of people* - are change friendly; clear advocates; willing to embrace change and drive the program
- *50% of people* - sit on the fence; neutral; figuring out which way to go
- *30% of people* - resist; antagonistic toward change; might try to make it fail

Changes and Transitions are Linked



- Changes – are situational
- Transitions – are psychological/emotional changes of team members

Tools for Change

What tools do you currently use to instill change in your own life?

What tools do you currently use to instill change in your treatment court?



Evaluation



<https://cvent.me/LVzwOG>

1. On your compatible phone or tablet, open the built-in camera app.
2. Point the camera at the QR code.
3. Tap the banner that appears on your phone or tablet.
4. Follow the instructions on the screen to complete the evaluation.
5. After completion, you will be provided with a certificate that can be saved and printed.

ATIRise

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THANK YOU!

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