

PMI 2012 Open Space Session Notes

1) Session: 1 2 **3** 4 2) Host: Laura Powers

3) Location: Room# 201

4) Topic: The Care & Feeding of High Performing Teams

5) Participants:

Discussion: Key Concepts, Quotes, Revelations, Highlights –

What is a "High Performing Team?"

- Sustainable
- Lower stress
- Teams work together
- High "signal" to "noise"
- Adds value
- Able to make decisions
- Gets stuff done
- Getting things moving
- Faster
- Friendly competition / Poking fun with others
- Good communication - proactive checking in
- Trust --> relying on team members
- Learning & growing --> more productive
- Fun
- Doing "the impossible"
- Individual & team goals match
- Not a "dilbert" cartoon
- Sharing & training --> not a bunch of silos

How to Foster / Motivate High Performing Teams

- Encourage everyone to be heard in meetings
- Create "safe" environment
- Sense of we're all in it together
- Sense of ownership
- Transparency from PM + team
- Calling own "fouls"

- Helping teams see how what they do helps the business
- Sharing "big picture" of project with team
- Have team members share one + word about each co-worker with PM who collates them and gives each team member an anonymous list of the positive things that their team members appreciate about them
- Similar idea to above - label envelope "save for rainy day"
- Hot seat appreciations
- Appreciation popcorn
- Distributed team on phone - teleexercises, photos --> faces to names
- Party in a box (CARE pkg from one location sent to another location, everyone opens at same time)
- Team members receive \$5 fake dollars -- spend on nominating team members they appreciate. tally & awards given along with "woo hoo!" certificates
- Extrinsic versus intrinsic --> what satisfies the team member? find THEIR button. See/Google - Frederick Herzberg "2 Factor Hygiene and Motivation Theory"
- Ask people - what motivates them
- Big inspirational "oh crap" objectives
- Be silly, be memorable, be yourself
- Hire a fortune teller...

How to Reward

- Personalized fortune cookies
- Personalized M & M 's
- Hide offers in documents to be reviewed 'a dozen free homemade cookies for the first person who...."
- Make a Linked-In recommendation for the person
- Make a recommendation or "wooo hoo" to person's boss
- Send something that is common where you are - to someone somewhere else - who can't get that thing (i.e. it's uncommon where they are)
- Say thank you - a personal note!
- Be willing to ask team how they want to solve a problem - and be willing to push back on their behalf when appropriate
- Conduct style assessments for team - understand what makes them tick & how to interact (i.e. DISC). Need to match type of reward to style
- Celebrate "bizarre" holidays - <http://www.brownielocks.com/month2.html>
- Helium balloons - keep tank & fill up a balloon & deliver to office of someone who's done something noteworthy --> stands out
- Fun or hideous reward that rotates through the team (i.e. current holder awards to next person based on some criteria...)

- Celebrate "Month of ____" birthdays.... remember the milestones & the special events for team members

Google / Books / Resources:

- Failure conference
- Wisdom 2.0 conference
- "Drive" - book by Daniel Pink
- "Delivering Happiness" - book by Tony Hsieh
- "Influence without Authority" - book by David Bradford
- "Peak" and "Emotional Equation" - Chip Connelly
- Book: "1000 ways to reward employees"

PMI 2012 Open Space Session Notes

1) Session: 1 2 (3) 4 2) Host: Chris Sims

3) Location: Main room

4) Topic: Estimating business value

5) Participants: Ashley, Kim, Andrew, BJ, Donald, Leif, Larry, Joe, Lucinda, Chris, David, Allen, Terra

Discussion: Key Concepts, Quotes, Revelations, Highlights –

- Technique for estimating business value as a group, personal interests, social obligations, quality of output, forward thinking
- Business value is multi-dimensional, nuanced encouraging conversation yields better estimates than going straight to numbers
- Cards are tactile – engage through multiple senses
- Costs play major role in thoughts on value
- Simple game to get people engaged

Remaining Puzzles, Recommendations, Next Steps –

- How hard is the work? We're not doing the work, so how do we know?
- Hard for people to think about value as standalone, separate from the cost