

# **Exploring Teamwork Essentials**

Building student diversity education and appreciation while developing team skills

**Presented by:**

**Scott Boone, Founder  
Positive Diversity, LLC  
February 8, 2009**

# Who is this guy?

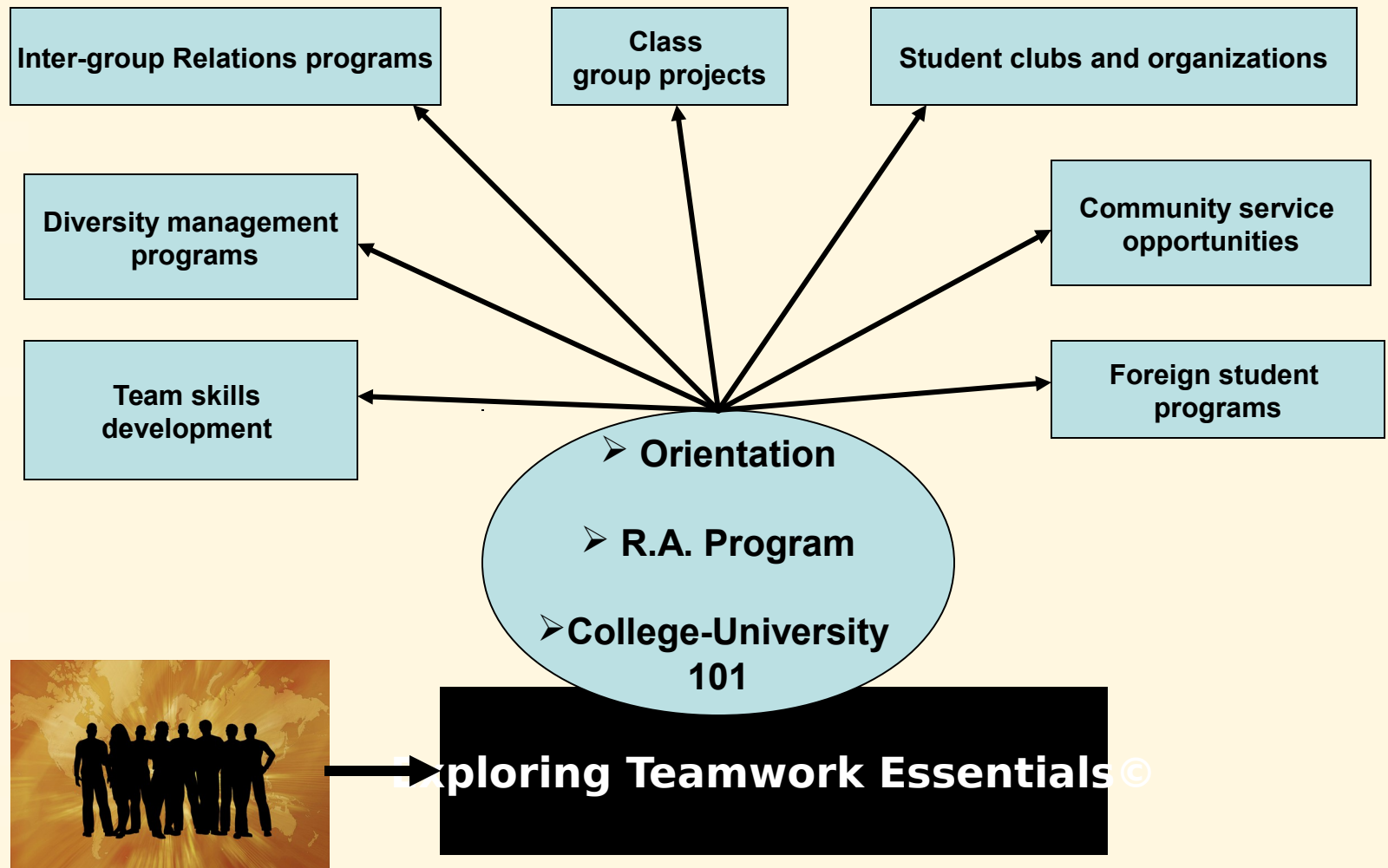
- 14 year veteran – Fortune 500 firm - primary role to build retention and performance
- Creator and manager – Masters in Diversity Awareness program
- Founder – Positive Diversity, LLC
- Creator – Exploring Teamwork Essentials program
- MBA – Organizational Change and Development, Syracuse University

# What does he want?

- My mission is to lead young adults to discover the positive in others and to become skilled in the art of teamwork
- Open minds
- Your questions and comments

# A Foundation Program

- supporting & strengthening -



# Program Objectives

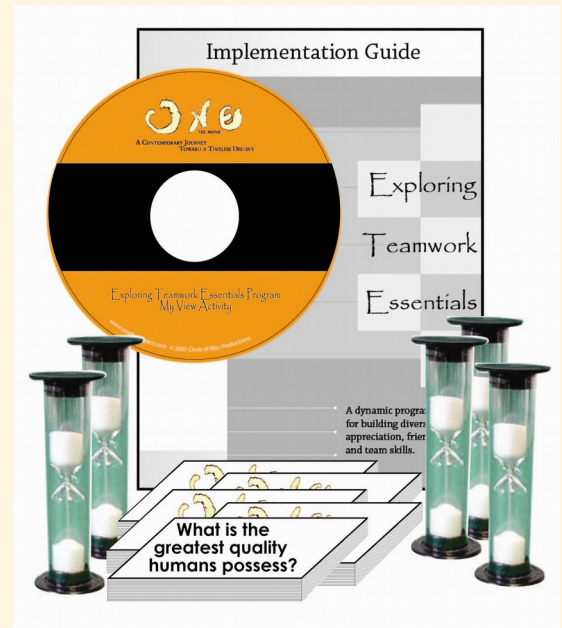
- Educate on attributes of high performing teams
- Develop team skills: listening and suspending judgment on others' perspectives
- Develop understanding and appreciation of diversity
- Develop more friendships in residence halls
- Increase student participation in and success of your existing programs – FY+

# Beta-site Assessment

- 100% valuable program overall (82% excellent)
- 100% valuable teamwork and diversity education (62% highest rating)
- 83% group discussion created positive bonds with others (no negative outcomes)

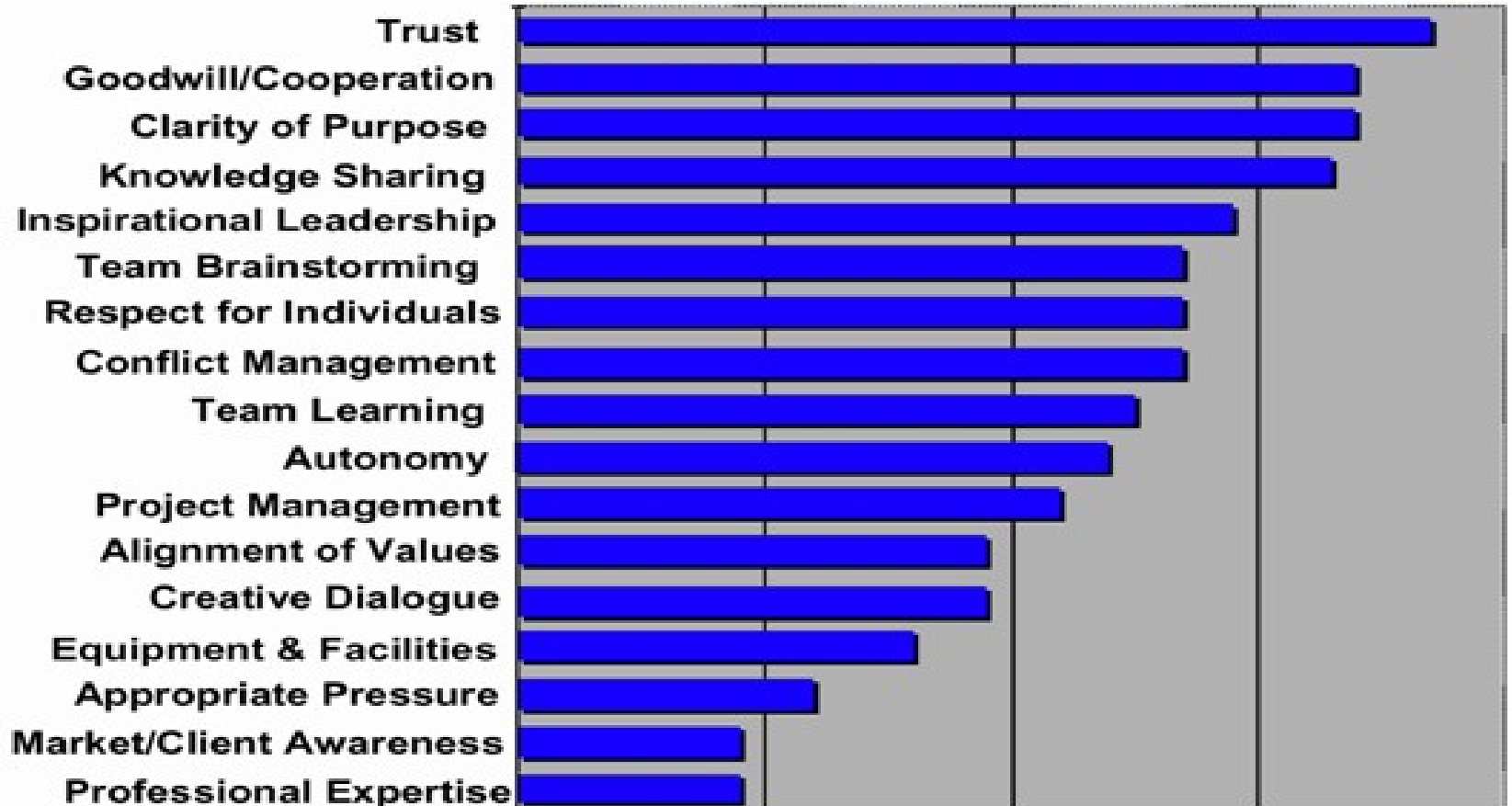
# Exploring Teamwork Essentials Program

- An educational booklet
- A student-cut of award-winning documentary film
- A conversation (or two or three)



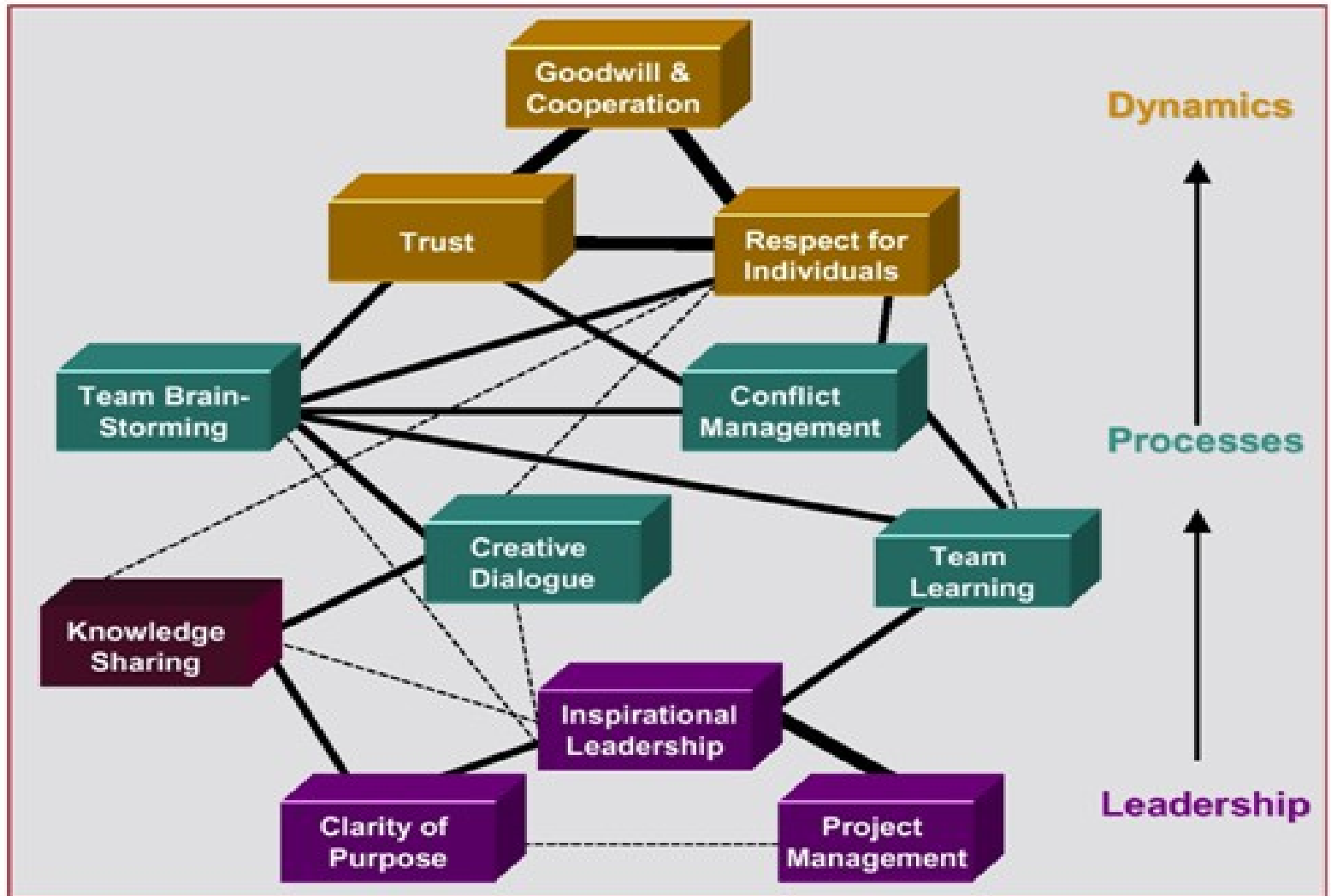
# Discriminators of Team Effectiveness

**Ranked Differences of Indicators As Discriminators of Team Effectiveness**





# Effect of Indicators on One Another



# Educational booklet – Key points

**Respect for Individuals** defined as:

Extent to which the different capabilities and personal styles or preferences of individual members are respected and valued

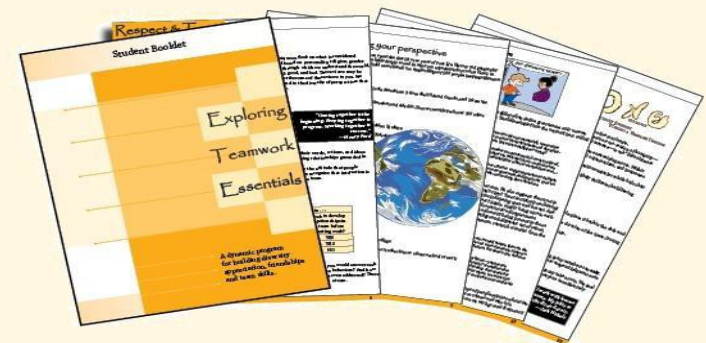
# Educational booklet – Key points

- Teamwork is an important skill for life-success
- More work is performed in teams
- Successful teams develop trust among members
- Trust strongly correlates with understanding and respecting differences
- Key differences include ethnic, gender, generational, and work-style norms  
(communication, value, behavior norms)



# Educational booklet – Key points

- To show respect within a team one must understand differences in communication, behavior, and value norms and create group norms that accommodate these differences
- To effectively brainstorm and generate creative dialog one must suspend judgment on others' ideas
- To improve team skills one must develop understanding and appreciation of diversity, and suspend judgment



# Educational Booklet - Foundation

- Best of the best from Masters in Diversity Awareness program and team development work
- Published authors and research



# Educational booklet - Support

## Quotes distill main points

**“Teamwork is so important that it is virtually impossible for you to reach heights of your capabilities or make the money you want to make without becoming very good at it.”**

- Brian Tracy, author and consultant

# Educational booklet - Support

**Quotes distill main points**

**“Talent wins games, but teamwork  
and intelligence win championships.”**

- Michael Jordan, ex-NBA star

# Educational Booklet - Support

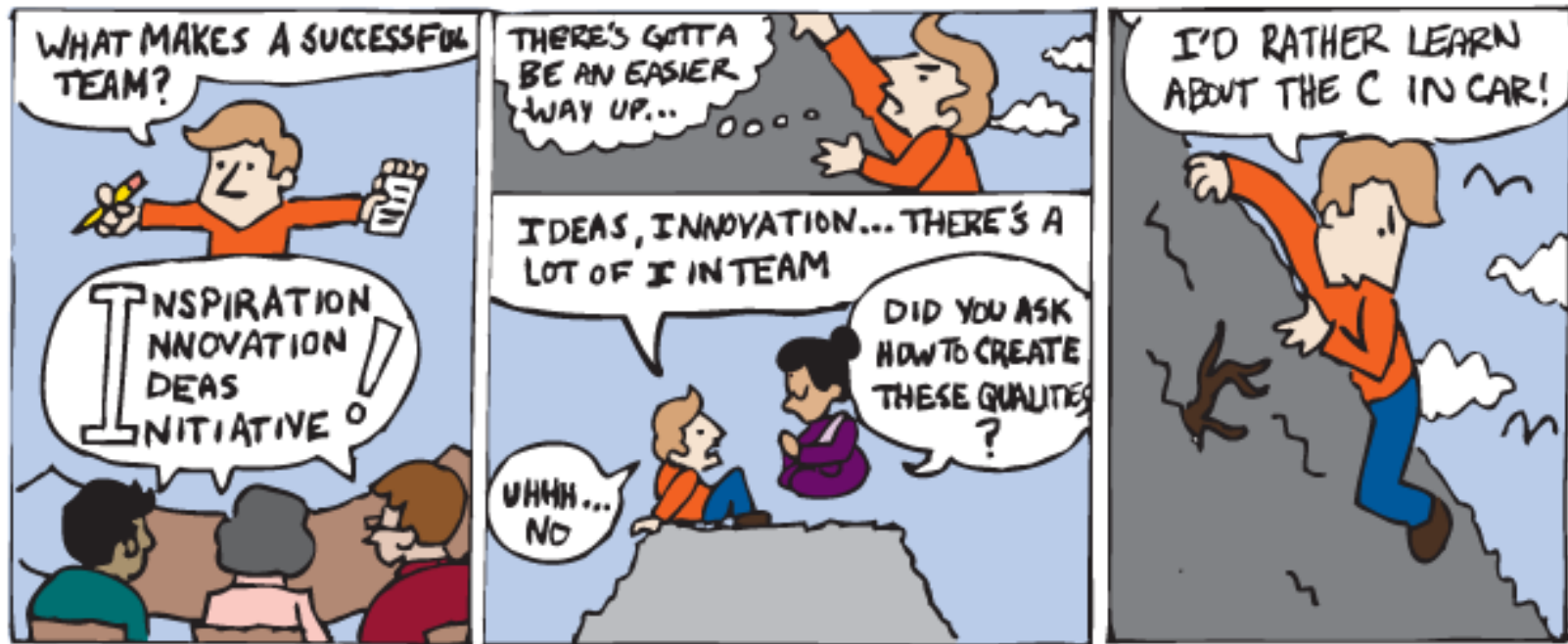
## Comic strips acknowledge skepticism





# Educational Booklet - Support

...while reinforcing key points



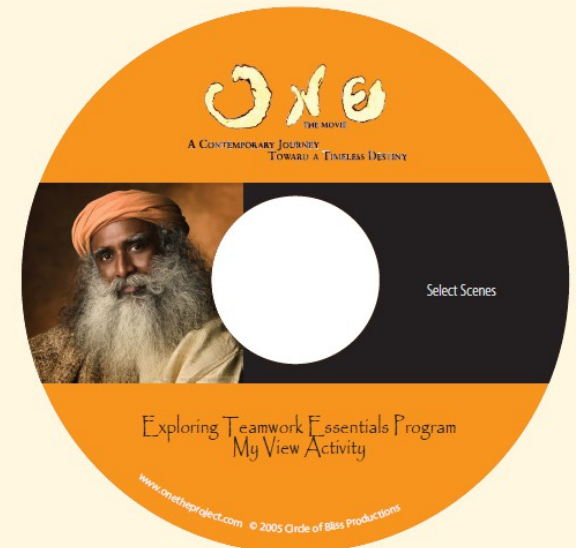
# Educational Booklet - Support

....and adding a little humor



# DVD – *One; The Movie*

- Exploration of life's meaning following 9/11
- Interview well-known and “off street” people
- Ask 20 timeless and relevant questions
- Now distributed in 50 countries
- First screenings – Yale  
Harvard, Notre Dame,  
Johns Hopkins



# Invites many perspectives

- Why is there so much poverty and suffering in the world?
- What is the greatest human quality?
- What do you dislike most about American culture?
- What is your one wish for the world?
- What keeps people from living to their fullest potential?
- How are we all connected?

# DVD – *One; The Movie*

Edited to become a tool:

- Setting up Suspending Judgment group exercise (team skill development)
- Accepting and respecting all people (inclusion)
- Becoming more compassionate (inclusion & community service)

# DVD – *One; The Movie*

“ONE is a timely documentary that highlights a way forward toward a more harmonious and peaceful world; certainly a vital message during these times of radical transition. All of my students who viewed ONE this past semester were favorably impressed with the film.”

- William Secrest- Henry Ford Community College

# DVD – *One; The Movie*

"ONE the Movie is an extremely powerful tool for all young adults. The engaging and inspiring message can reach students across the spectrum, forcing all of us to rethink our perceived differences and reaffirm our collective humanity. By addressing some of the most important questions facing Americans today, ONE will certainly prompt a meaningful dialogue for all who see it. My experience in showing this film to our community was nothing but positive. In fact, the discussions continued weeks after the movie was shown."

- Riley Lipschitz, former program director, University of Arkansas Medical Sciences

# Small Group Discussion

- Students gather in small groups (3-6)
- Take turns answering same questions posed in the movie
- Two rules
  - No interrupting person speaking
  - No disagreeing person speaking
- Sand timers keep conversation moving; extroverts in check
- Rules enable R.A. to effectively lead



# R.A. Implementation

“This was a very easy task to complete. The students were a little skeptical and unsure of it at first, but ended up really liking it when it was done. I don't think an RA would have any problem getting their floor to do this.

When I first got to college, I hated all of the ice breakers we did with our floor and I barely talked to anyone because I felt that I did not know them well enough. Something like this would bring your floor closer together and it would show you who had the same feelings as you do. I really think this is a great idea and a great program!”

Megan Brennan, R.A.  
Central Michigan University

# Small Group Discussion

- Students feel respected when not interrupted
- Realize power of listening
- Learn to suspend judgment on others' perspectives
- Repeatable - materials available

# Team Building Comments

- “Have more compassion and tolerance for all kinds of people in the world.”
- “I am going to value everyone and not just those I agree with.”
- “Identify actions I can take to make my life more meaningful.”
- “I will work on accepting people for whom they are.”
- “Be compassionate to others all the time.”

# Why will it work?

- Answers: “Why care about diversity?” and “Why care about teamwork?”
- Includes ALL students
- Stimulates the mind and heart
- Implementation ease
- Repeat-ability

# Answers 'What's in it for me?'

- I'll learn something that can improve my school and work success
- I'll learn something that can improve my ability to develop relationships

# Includes ALL Students

- Norms include people from ALL groups
  - Men learn about women and vice versa
  - Young generation learns about older and vice versa
  - Non-Anglos learn about Western-Anglo communication norms and vice versa
  - Everyone learns about distinct work styles
- Everyone fits in somewhere and no one feels they are the center of attention

# Stimulates mind and heart

- I want to be a strong team player
- I want to get good grades
- I want to make money
- I want to connect with other people
- I want to feel like I belong
- I want to live a life of meaning
- I want to help others

# Implementation ease

- 3-step program
  - Distribute booklet
  - Watch DVD
  - Hold highly structured discussion
- Implementation Guide provides step-by-step instructions in four (4) pages
- Freshmen become R.A.s so future facilitators are already experienced with program



# Repeatable – Students get their fill

- Low-interest folks can do bare minimum
- Moderately-interested can choose to re-connect with others who shared interesting views and points of commonality
- Highly-interested can enjoy re-playing the activity on their own whenever they want

# Little things can make a difference

Oftentimes, all it takes to catalyze the formation of friendships is to uncover a reason for initiating that first conversation with another person

The activity does just that by surfacing common ground and interesting perspectives on meaningful topics



**Questions?**

# Are these outcomes really needed?

“Employers are reporting that postsecondary graduates are **not ready, with the requisite skills**, for their roles in a knowledge-intensive, innovation economy...and [the] **team-based service delivery and practices** necessary for innovation are compressing work and learning, requiring that students have applied skills faster...”

Louis Soares and Christopher Mazzeo  
Center for American Progress  
*College-Ready Students, Student-Ready Colleges*  
A Progressive Growth Policy Paper  
August, 2008

# Are these outcomes really needed?

“Recent surveys of senior human resource managers indicate adaptability and applied skills such as critical thinking, IT application, **teamwork**, creativity, and **diversity** are the most likely to ensure workplace and business success in the coming years.”

Louis Soares and Christopher Mazzeo  
Center for American Progress  
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# Are these outcomes really needed?

“What I loved about all of this was that teamwork was so central to its success....The mix of freedom and teamwork made the feeling in the building absolutely electric. Companies rapidly found out about us, and were actually offering written three-year commitments to hire our students, which meant they were promising to hire people we hadn’t even admitted yet.”

late Randy Pausch

Professor, Carnegie Mellon University

*The Last Lecture*

Referencing The Entertainment Technology Center masters program

# Are these outcomes really needed?

“One frequently can identify educational innovations, but rarely can one detect structures that link them. And with so many individual diversity initiatives springing up like daffodils in the springtime, people long for coherence, cohesion, and collaboration.”

(p. vii)

Jeffrey Milem, Mitchell Chang, Anthony Antonio  
*Making Diversity Work on Campus: A Research-based Perspective*  
Making Excellence Inclusive Initiative  
Association of American Colleges & Universities

# Are these outcomes really needed?

“The key finding across all the research on diversity is that student-student interaction is essential for realizing the educational benefits of diversity. The development of inter-racial friendships is particularly important...

(p. 27)

Institutions with a student population of traditional age can minimize the impact of [isolation] barriers with policies focused on first-year students, since the first year is the period when friendship selection is the dominant aspect of a student’s social life.”

(p. 28)

Jeffrey Milem, Mitchell Chang, Anthony Antonio

*Making Diversity Work on Campus: A Research-based Perspective*

Making Excellence Inclusive Initiative

Association of American Colleges and Universities





**Questions?**

Positive Diversity, LLC

## **Scott Boone**

302 W. Main, Northville, MI 48167

Phone: 248-348-9312

Cell: 248-462-1807

[Scott@positivediversity.com](mailto:Scott@positivediversity.com)

[www.positivediversity.com](http://www.positivediversity.com)