


Moving From Chaos to Unity

MAKO 2019
 Tammy Wellbrock, MS, IOM, CAE
 President/CEO
 Hays Area Chamber of Commerce



1

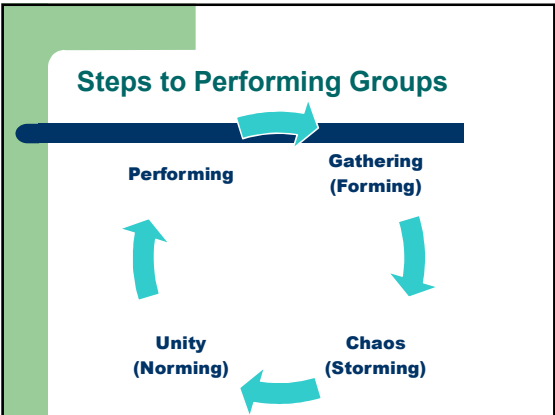
Steps to Performing Groups

“... you cannot assume that by bringing talented people together you will automatically have a team. You just have a group of talented people – who have no idea how to become a team.”

-Lorraine Matusak



2



3

Gathering (Forming)

ISSUES

- What is the group's purpose?
- Why are we here?
- What's in it for us?
- What are we trying to accomplish?
- Do we have a leader?

4

Gathering (Forming)

CAUSED BY

- New people join the group
- Existing members leave the group
- New project to complete
- Dynamics of an existing project change



5

Gathering (Forming)

RESULTS

Because there is so much going on to distract the members' attention in the beginning, the team accomplishes little, if anything that concerns its goals. This is normal.

6

Gathering (Forming)

Tools to work through Gathering:

| | |
|---------------------------------|---------------|
| Name Tags | Introductions |
| Refreshments | Information |
| Leader Directed | Agenda |
| Welcoming Environment | |
| Clear Expectations & Directions | |



7

Chaos (Storming)

ISSUES


- Who has power?
- Can we work together?
- How will I fit in?
- Will there be cliques?

8

Chaos (Storming)

CAUSED BY

- Group members don't understand the vision/mission/expected outcome
- Group members don't agree on the expected outcome
- Poor listening
- Group members don't understand their role




9

Chaos (Storming)

RESULTS

Because of disunity, team members have little energy to spend on progressing toward the team's goal, but they are beginning to understand each other. This is also normal.




10

Chaos (Storming)

Tools to work through Chaos:

| | |
|-----------------------------|-----------------|
| Mission | Timeline |
| Role in Group | Gifts & Talents |
| Share Personal Stories | Vision |
| Mirroring | Teach Processes |
| Working Styles | Consensus |
| Small Group Interaction | Collaboration |
| Develop Self Esteem | |
| Steps to a Performing Group | |
| Expect Servant Leadership | |




11

Chaos

"This messy stage doesn't last forever, although it can feel like that. But if we suppress the messiness at the beginning, it will find us later on, and then it will be disruptive."

-Margaret Wheatley



12

Unity (Norming)

ISSUES


- Who are we?
- Are we working well together to get to our goal?
- Can we switch roles?
- Can I lead/follow?

13

Unity (Norming)

CAUSED BY

- Group members understand the goal
- Group members work together
- Path out of Chaos worked



14

Unity (Norming)

RESULTS

As team members begin to work out their differences, they now have more time and energy to spend on the project. Thus, they are able to make significant progress.

15

Unity (Norming)

Tools to work through Unity

| | |
|---------------------------------|--------------------|
| Celebrate Diversity | Develop Vision |
| Work Out Differences | Interaction of All |
| Mirroring | Multiple Lenses |
| Use Processes | Have Fun Together |
| Focus on Task | Plan Steps of Task |
| Apply Skills with Debriefing | |
| Appreciate and Enjoy Each Other | |



16

Performing

ISSUES


- What are the problems and how can we solve them?
- How can we bring about change?
- What is my role and responsibility in this group?

17

Performing

CAUSED BY

- Group members understand the vision.
- Group members use their talents to achieve the goals that will realize the vision.



18

Performing

RESULTS

Work gets done. The team is now an effective, cohesive unit.

19

Performing

Tools to stay in Performance

| | |
|--------------------------------------|------------------|
| Roving Leadership | Encourage |
| Solve Problems | Self – Change |
| Take Risks | Teach Each Other |
| Hold People Accountable | |
| Facilitate from the Chair | |
| Evaluate Work and Processes | |
| Celebrate the Team's Accomplishments | |



20

Thank you!

Tammy Wellbrock
 Hays Area Chamber of Commerce
tammy@discoverhays.com
 785-639-2743



21

