

Leading for Team Health, Wellbeing & Excellence!

Presented for Community Legal Centres
Queensland

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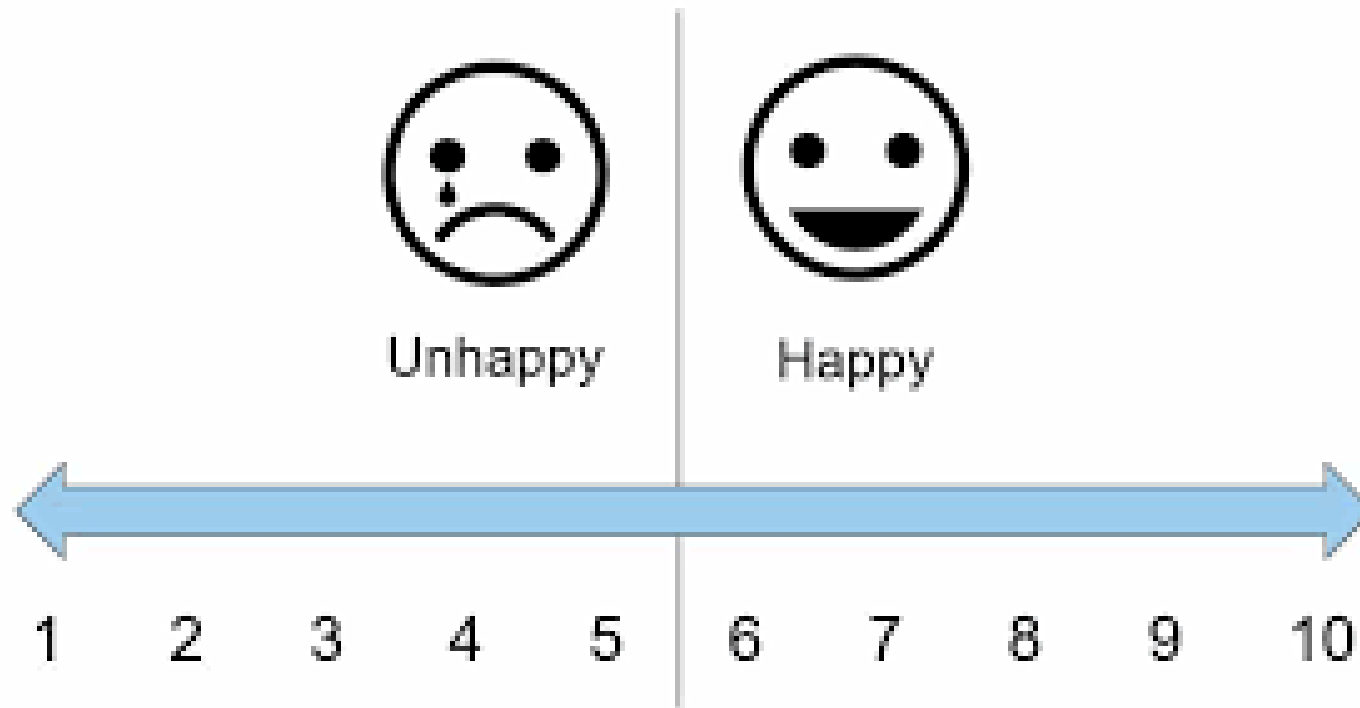
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Let's start
off well!

Taking the 'team temperature'



Make the Ratings Count – its more than a numbers game.

**Why not a 1?
Why did you not give
your team a lower
rating?**

**Why not a 10?
Why did you not give
your team a higher
rating?**

Stop, Start, Continue



So let's take that to the team!

- ▶ Question 1 – if we asked our clients (internal or external) how they would describe us – what would we WANT them to say?
- ▶ Question 2 – what behaviours do we need to exhibit to earn those labels.



New Starts! (excellence is a team sport).



Establish vision – what does our perfect team look like?



From rhetoric to reality – ‘what behaviours would our perfect team demonstrate’?



Make it happen – ‘what strategies can we put in place to work towards achieving that’?



Maintain momentum – ‘how will we celebrate success?’



Setting the New Foundations.

- Behaviours for our New World!



It takes a team to cross the finish line

Yes -
Reward

Maybe -
Support

No – Act!



From Complaining to Conversing



Have a process for raising concerns

Whole team commits to the process

Whole team follows the process

We all contribute to the culture

We are all responsible for maintaining a healthy culture.



Courageous Conversations

- ▶ The agreement is key!
- ▶ Acknowledge and reward behaviour in the green zone.
- ▶ Discuss behaviour in blue zone (discuss appropriate time frames).
- ▶ Call out behaviour in the red zone.

Courageous Conversations

Be
Confident
with your
Concerns

Focus on
the
Behaviour

Be Clear
and
Specific

Listen

Respond
Calmly

Blue Zone Behaviours

- ▶ Temporary change of behaviour connection due to life circumstances (ie loss, grief etc.)
- ▶ Blue Zone Behaviours aren't
 - ▶ An excuse
 - ▶ An escape
 - ▶ An end point



Wellbeing Counts

- ▶ The four pillars of wellbeing:
 - ▶ Diet
 - ▶ Exercise
 - ▶ Sleep
 - ▶ Mindset



The Importance of Balance



Behaviours are Contagious

- ▶ Lead the way – model the behaviour you want.
- ▶ Put wellbeing on the agenda – share strategies and ideas across the team.
- ▶ Promote healthy eating when organizing catering for events or meetings.
- ▶ Monitor work hours and check for unhealthy patterns.
- ▶ Cease making 'busy' a badge of honour.
- ▶ Encourage team members to come up with ideas and initiatives for increasing knowledge about health and wellbeing.
- ▶ Incorporate healthy practices into the work day (ie walking meetings, team lunches away from the desk, brain gym, lunch time yoga.....there are heaps more).

Can I Really Make a Difference?

- The Concept of Critical Mass &



Teamwork – helps the team work!

1

Put culture on the meeting agenda

2

Normalise talking about culture and culture improvements

3

Reward behaviour consistent with the creation of the desired culture

4

Address behaviour NOT consistent with the creation of the desired culture.

Any Questions?

