



Forbes
| Councils

Employee Empowerment Masterclass

Building Great Teams

Presented by Barry Moline

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Forbes Business Council



Jessica Kline
Owner & CEO
Backwoods Promotions INC.
Employee Empowerment Chair

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Masterclass Speaker



Barry Moline
Executive Director, CEO
**California Municipal Utilities
Association**

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CONNECT!

Building Great Teams

Barry J. Moline

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Warren Buffet



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“If you’re a salesperson, you want people to follow your advice.

If you’re a management leader, you want them to follow you in business.”



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#1 Ingredient for Success:


Communicating and Getting Along with Others

- Business and organization success
- Why people advance in their career
- Key to happiness




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CONNECT!



*How to Quickly Collaborate
For Success in Business and Life
and Happiness*

Barry J. Moline

Building Great Teams

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More tidbits and ideas at my Blog:
BarryMoline.com

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Extensive Analysis

- Friends
- Young workers
- Older employees
- Mix of young and old
- Strangers
- Same gender
- Mixed gender
- Same interests
- Random interests
- Racial diversity



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Tried Everything

Nothing worked



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Best Teams

Before meetings, team members spent a few minutes catching up

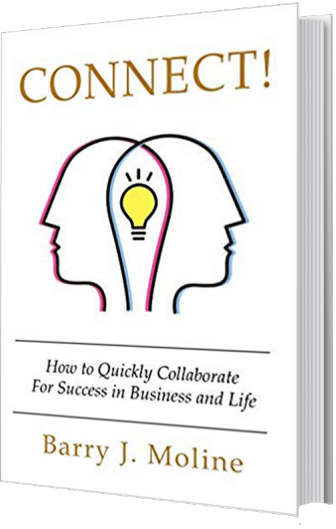
How was your vacation?
How was your weekend?
Milestones
Supported each other after tough events




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Asked a Question

Does anyone get along anywhere?



The book cover features the title 'CONNECT!' in gold, a central icon of two heads with a lightbulb, the subtitle 'How to Quickly Collaborate For Success in Business and Life', and the author's name 'Barry J. Moline'.



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In Conclusion

- 1. Share Personal Stories**
- 2. Talk equally**
- 3. Assume Positive Intent**
 - *People are not out to get you*

The slide features a background illustration of two men in business attire talking, with speech bubbles above them. In the bottom left corner, there is a small icon of two heads with a lightbulb inside, symbolizing ideas or communication.

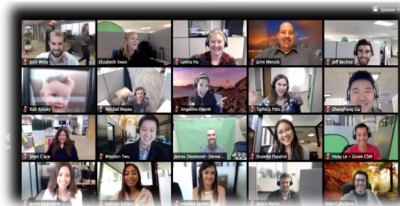
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Warm Ups



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Ice Breaker



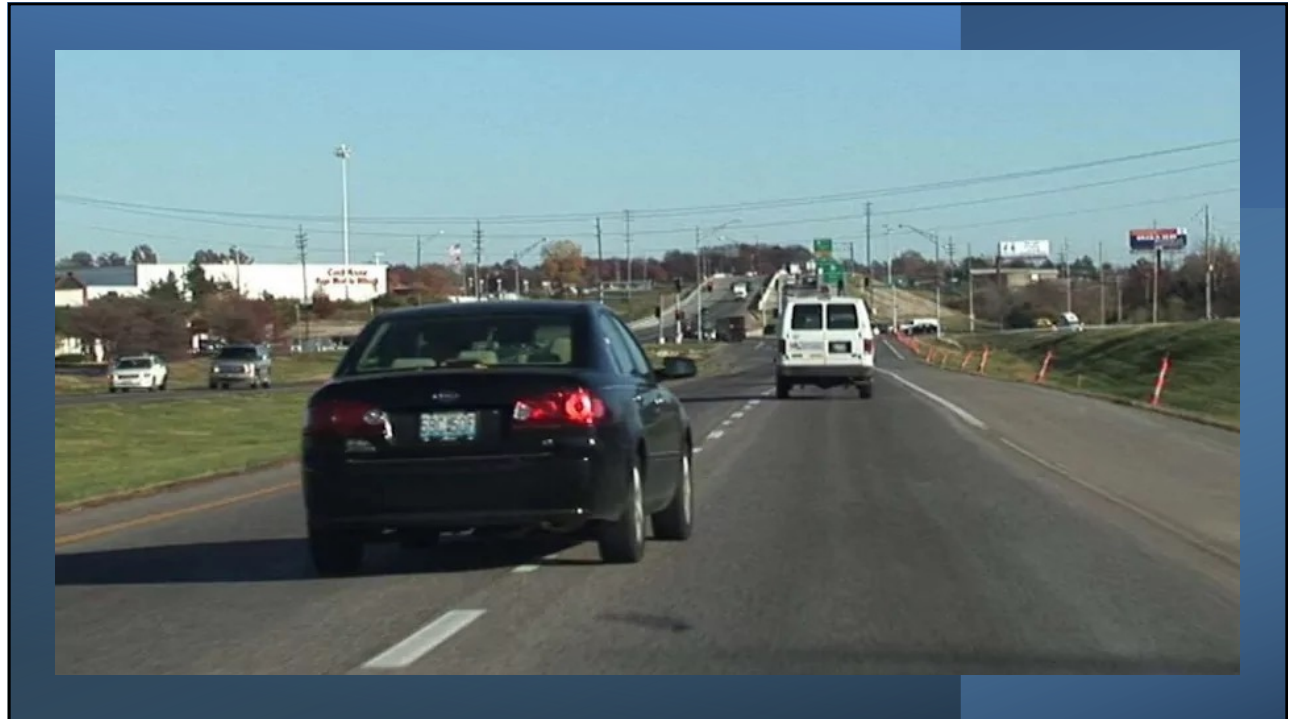
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Ice Breaker

What was your most unusual job?

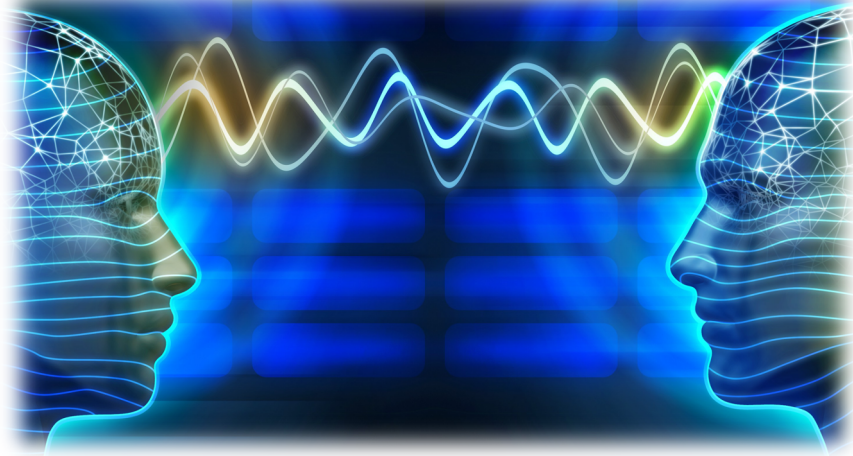


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Mind Reader?



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One Morning...

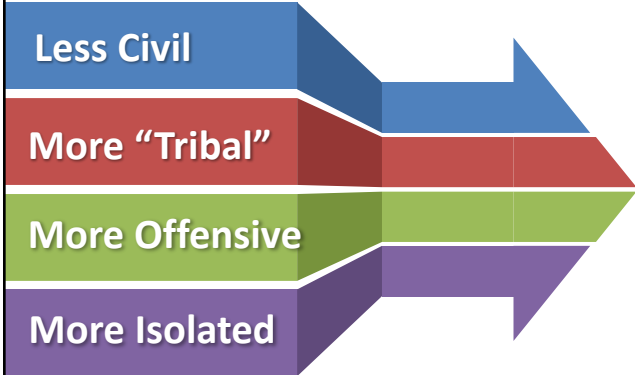


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Decline in Civility



- **Guardian Newspaper Study**
 - 17 years analysis, 1999-2016
 - Online comments nasty(NBC News/Marist Poll, 2018)

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Decline in Civility

- **42% of workers had political disagreements**

(Society of Human Resource Management, 2019)

- **74% say civility has declined**

(NBC News/Marist Poll, 2018)

- **Conflict creates workplace stress**



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~~Teamwork~~ isn't everything, it's the only thing.
(Vince Lombardi)
Barry 😊

IZQuotes



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The Solution

Share Personal Stories



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Talking on a Train

- Ever ride a commuter train?



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Talking on a Train

- How many people would **be open** to a conversation?

50%



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Talking on a Train

- How many people would **engage in** a conversation?

100%



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Talking on a Train

- There is a gap in our heads about chatting with people
- **People like to talk!**
- **Start up a conversation!**



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One More Data Point!

- **McKinsey & Company Research** (2021)
 - “Microtransactions”
- **Organizations that connect employees**
 - 67% increase in productivity
- **Organizations that don't connect employees**
 - 54% decrease in productivity



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Successful Methods

Improve your relationships for greater effectiveness



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Ice Breaker



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Ice Breaker

***What were you doing
10 years ago
20 years ago, and
30 years ago?***



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Successful Methods

How do you do it?



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Successful Methods

- **Where are you from?**
 - What's it like? Tell me about it...
- **Why did you move here?**
- **School?**
- **Activities?**
- **Hobbies?**
- **Tried it myself...**



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Successful Methods

- **On the job...**
 - Working on now?
 - Challenges?
- **Retired or not sure...**
 - What's got your attention?



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Successful Methods

- **Conversation Sparkers**
 - Streaming?
 - Podcasts?
 - Music?
 - Best part of your weekend?
 - Anything good happen recently?
 - Vacation plans?
 - Last vacation?



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Successful Methods

- **Be like Google**
 - Catch up with each other
 - Ask for ideas or advice
 - Builds trust, shows vulnerability, models teamwork

Google



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Valuable Benefit – Overcoming Bias

- **Helps overcome unconscious bias**
 - More we know each other, greater our respect
- **We come from different backgrounds**
 - Understand differences



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Confession

- I'm not a great listener
- Better way to "listen"
 - **Be curious**
 - Hmm...
 - Interesting...
 - Wow...
 - Tell me more...



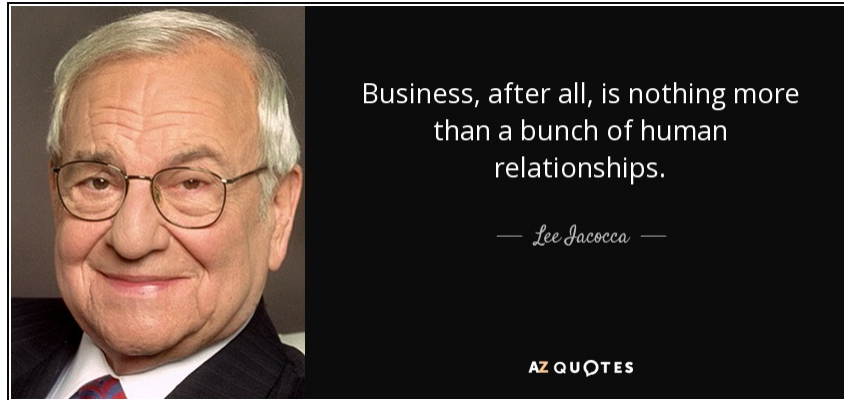
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Successful Methods

- **Not a Competitive Conversation**
 - No "one-uping"
 - Focus on the other person
- **Listen Reflectively**
 - Ask follow-up questions
 - Talk less than half the time



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Action Item:**In Conclusion (sort of...)**

- 1. Share Personal Stories**
- 2. Talk equally**
- 3. Assume Positive Intent**



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Action Item:**Set the Stage to Build Teamwork**

- **Can't** force teamwork
- **Can** create the environment
- Leaders – Just Do it
- Team members – Suggest it

You will be pleased with the results



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Supermarket

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Action Item:

Give the Gift of a Pleasant Conversation

Use your power to make someone's day

You will feel happier



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