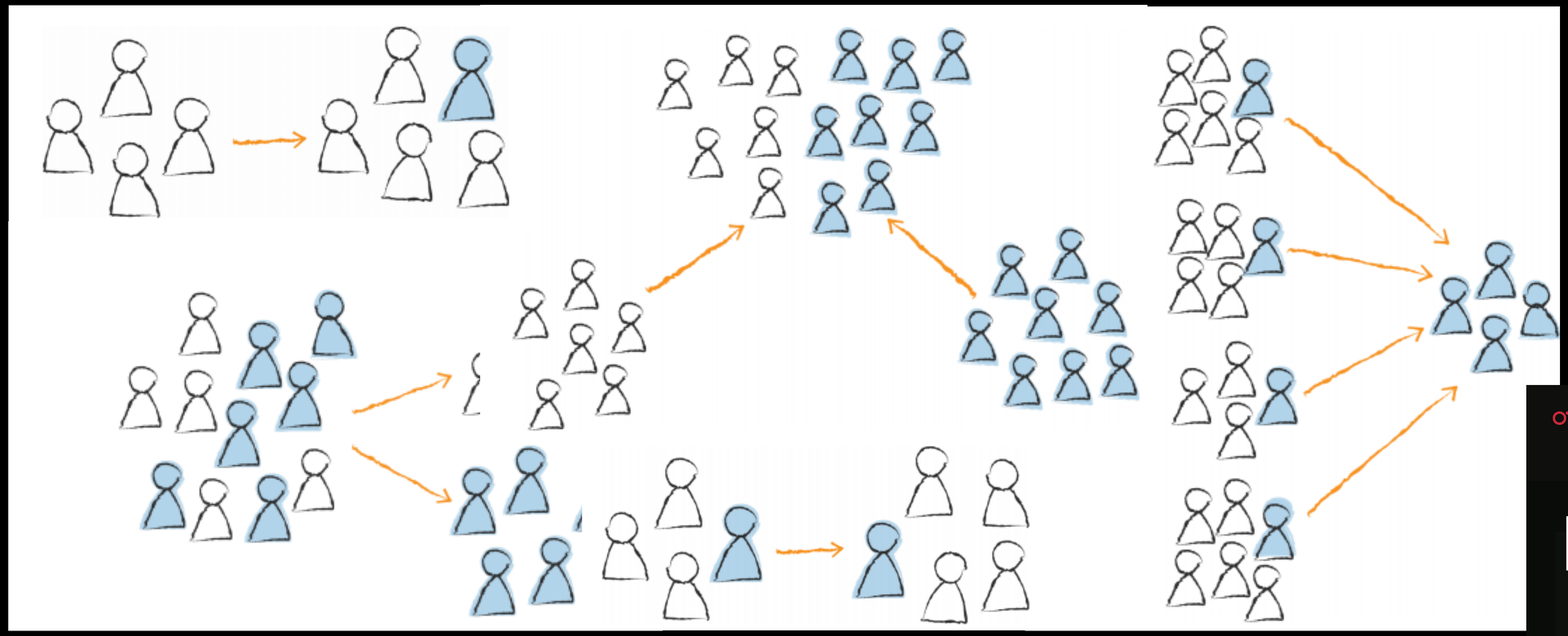
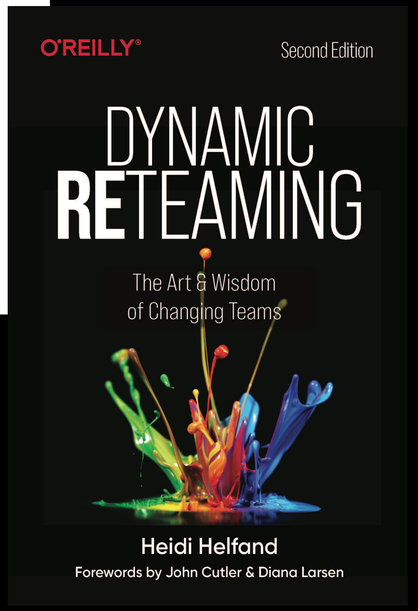
3 Key Challenges & Tactics to Build Resilience in Your Teams

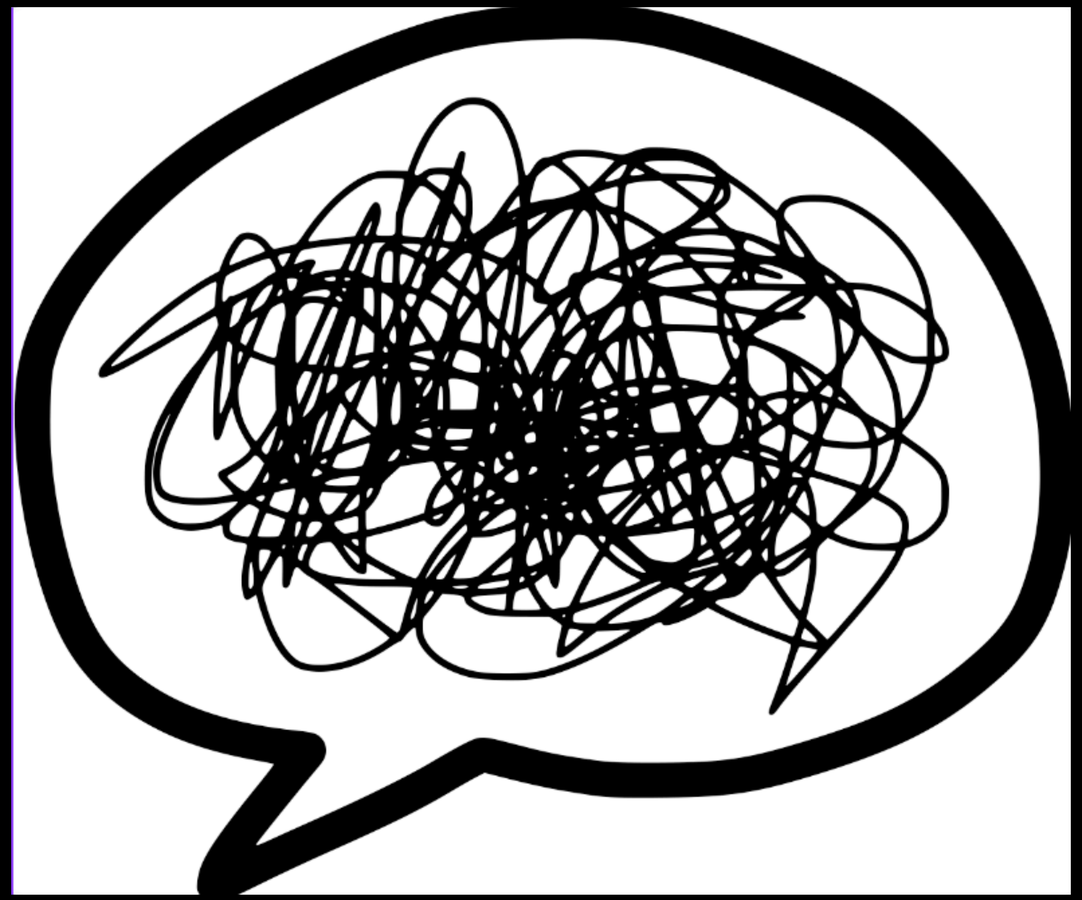
Heidi Helfand, DynamicReteaming.com

We work in constantly changing environments





It can be quite confusing and challenging



We need to adapt and sometimes that can be really hard

We don’t have a crystal ball

The road ahead will be bumpy at times…

We can strengthen our teams to build resilience

Three key challenges and tactics to build resilience

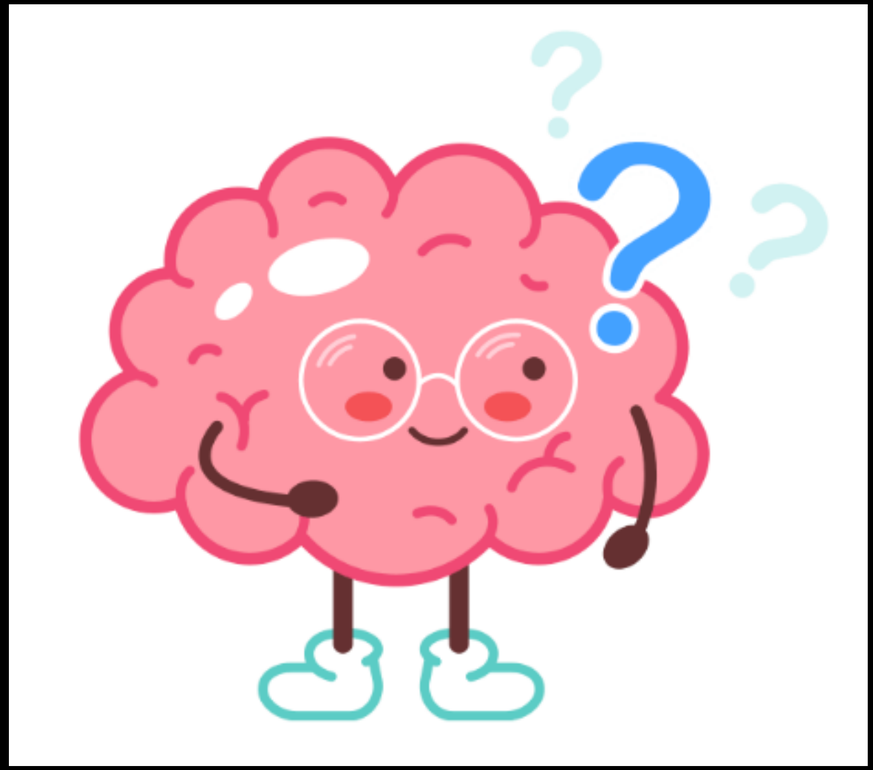
1. Navigate interpersonal conflict
2. Deal with shifting priorities
3. Manage workflow delays

1. Navigate Interpersonal Conflict

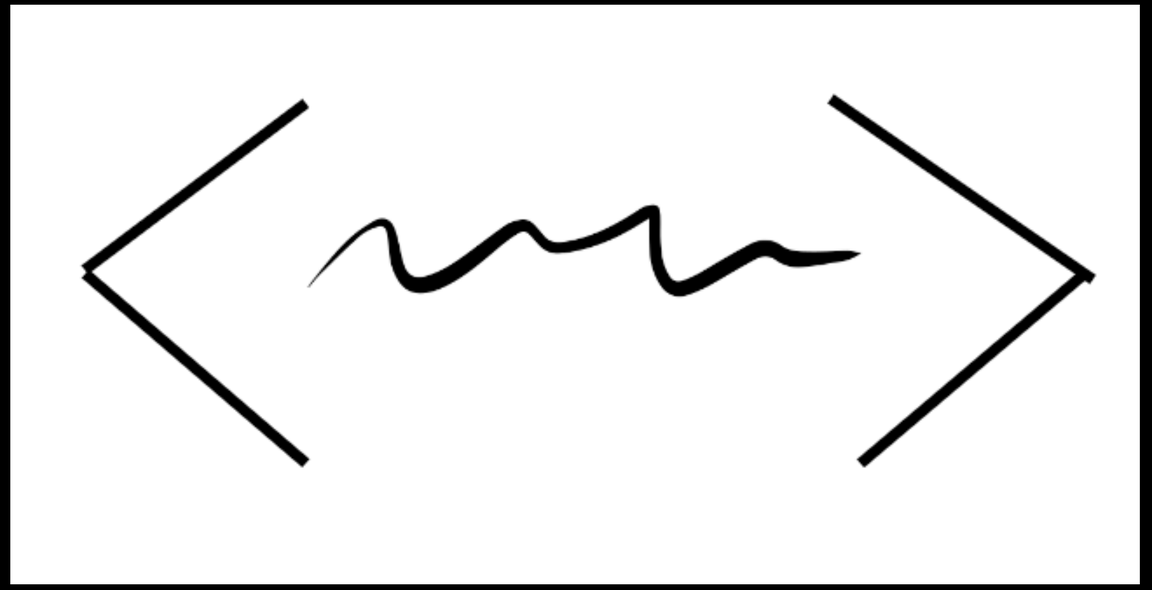
Embed conflict protocols into agreements

Model how to disagree. Bring curiosity.

- I see where you're coming from and…
- I wonder if..
- I'm curious.. what if…
- I feel like I've missed something here, can you tell me…



Teach & allow “The Groan Zone”



Sam Kaner, Facilitators Guide to Participatory Decision Making

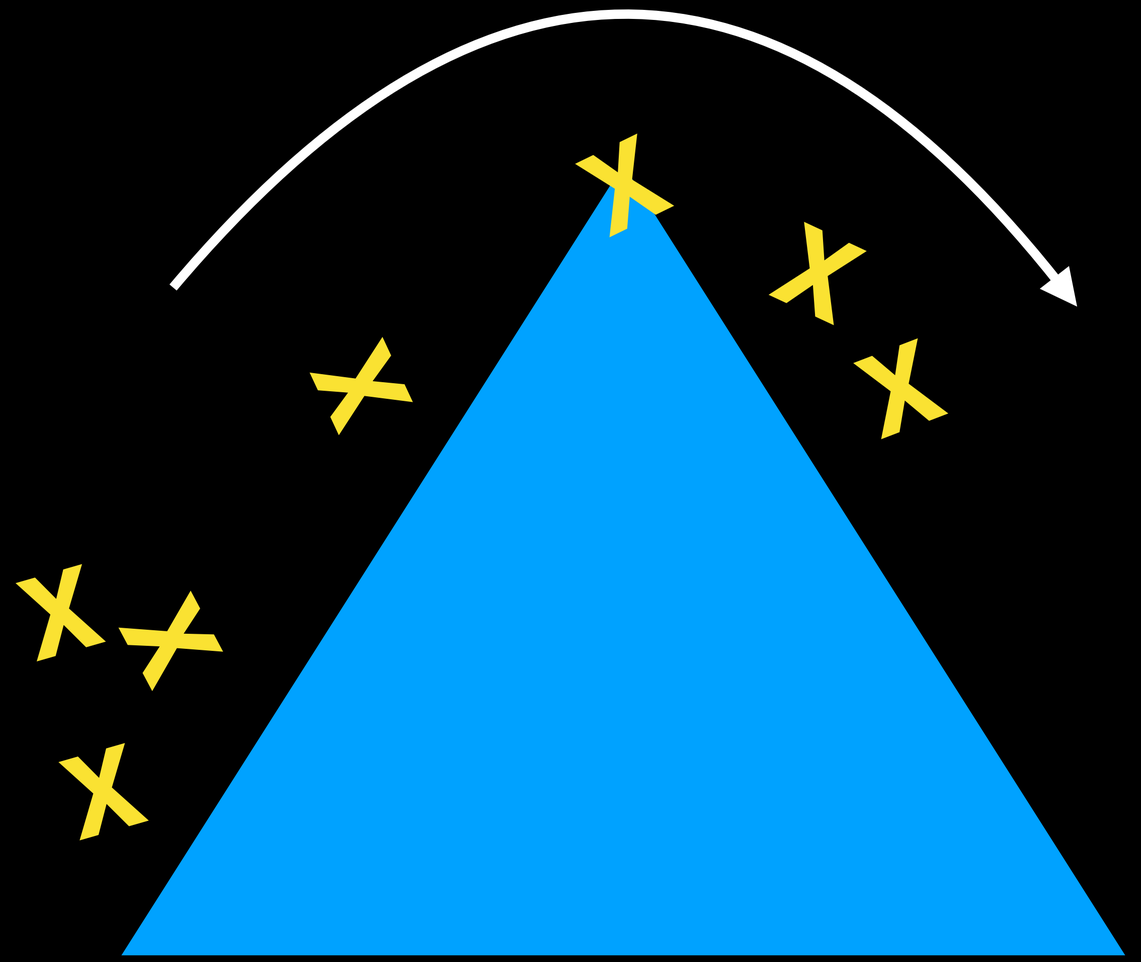
2. Deal with shifting priorities

Role/Billing
Session
'00 3 14

Work in small batches

Stop starting, start finishing

Help each other over “the edge”



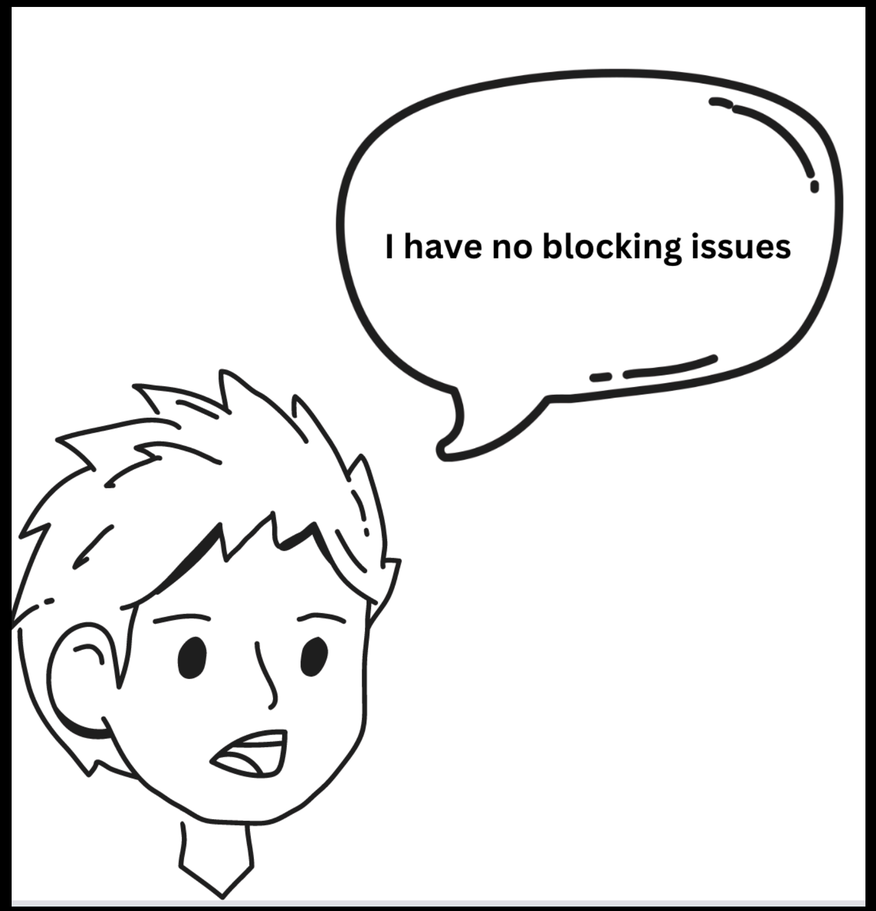
Current State
(old priority)

Future State
(new priority)

Edge theory of change, crrglobal

3. Manage workflow delays

Make work visible



Talk about aging work every day

- What have we found out about this item that might require us to take action on it?
- Do we need to swarm on it?
- Do we need to break it up?
- Do we need to escalate the removal of a blocker?

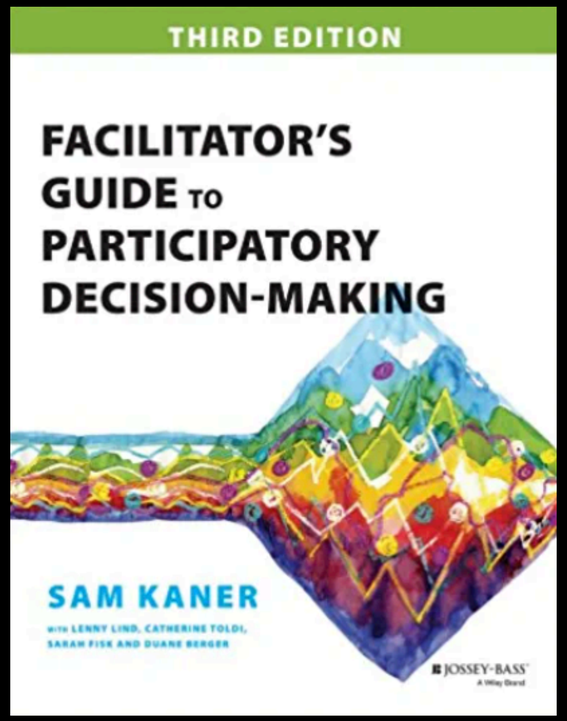
Source: When will it be done? By Daniel Vacanti, P. 46

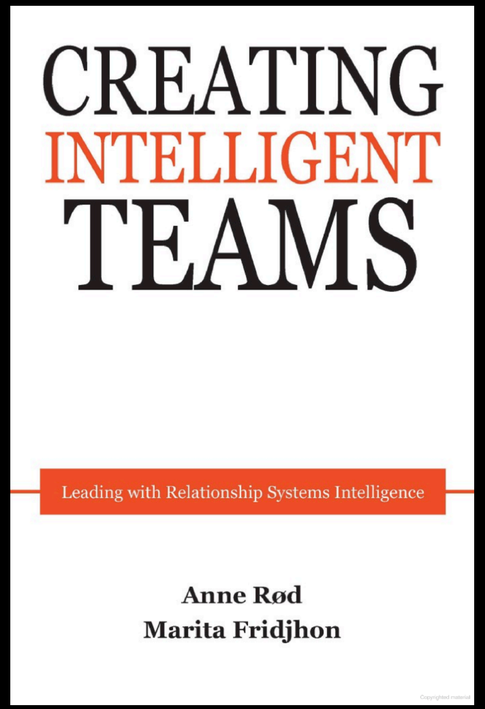
Focus beyond development

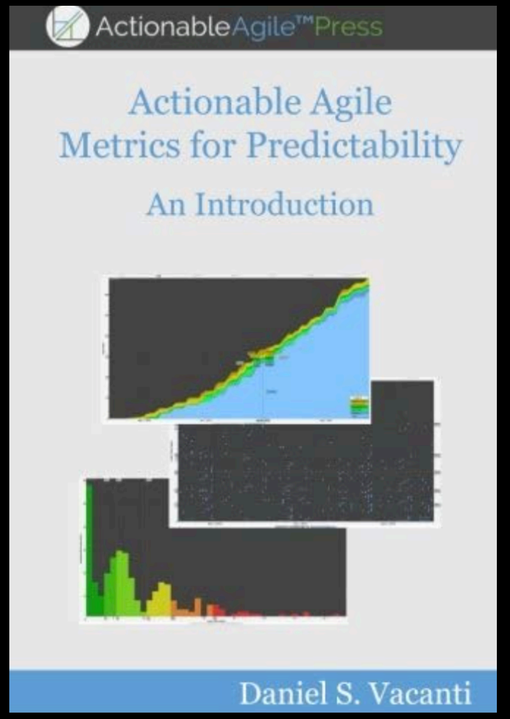
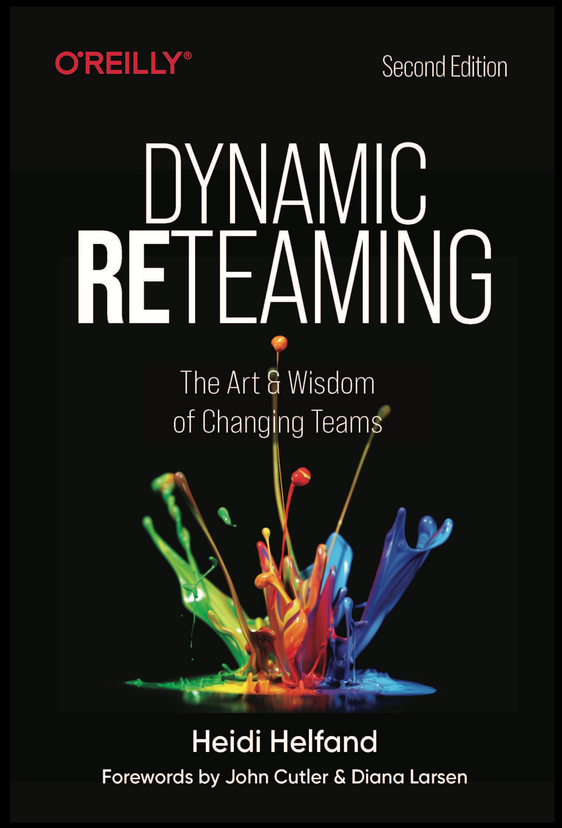
We’ve gone over three ways to build resilience in your teams

- Prepare in advance for conflict
- Expect priorities to change
- Manage delays

Want to dig in? These books can help…







linkedin.com/in/heidihelfand