

Getting Results From Teams

by Patti Hathaway, CSP



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“Are you lonely? Hate having to make decisions? Rather talk about it than do it? Want to pass the buck?” Is that what your members say about why your organization holds committee and board meetings?? Most people agree that meetings are one of their top time wasters. How can you get more action from your

meetings? How do other OSAE members get their volunteers to follow through with commitments?

A group of association executives and suppliers learned during OSAE's September 30 workshop presented by Patti Hathaway, CSP (Certified Speaking Professional) about practical ways they could develop their organizational teams and run meetings that are more than a practical alternative to work.

One of the most common barriers to team results is close-mindedness. That is when you refuse to consider new ideas. Comments such as “We've done something like that before and it didn't work” shut out staff and board members and can cause problems in your association. The U.S. Chamber of Commerce and Gallup Poll found that 72% of employees think about ways to improve, 44% think a lot about improvement, however, only 29% see any possibility of ideas being utilized. What about your board and staff members? Do they see you open to new and innovative ways of doing business or have they given up on contributing their ideas?

Other team barriers were discussion prior to the participants learning a break-through technique from the science of Neuro Linguistics Programming

on how to build rapport and trust. A bonus of the technique is that it can also help you listen more effectively. This is ideal for association executives who can sometimes be poor listeners because they work on multiple projects at the same time and are pulled in many directions.

The final segment of the workshop provided practical worksheets and tools to help participants get more results from their team meetings. Tools included a comprehensive meeting agenda format (which is sure to get results from meetings), a meeting planning checklist (so you don't forget a thing), a project planning system/record sheet (to keep track of who's doing what), and a meeting action plan (versus traditional minutes which don't result in action). One of the most innovative ideas Patti received while conducting her pre-program research was from Jack Advent, CAE, executive director of the Ohio Association of Tobacco & Candy Distributors. Jack has instituted a board commitment program that has increased his association revenue.

If you were unable to attend the workshop but would like copies of the meeting tools discussed, Patti Hathaway, CSP, would be happy to send you copies. Call her at 614/523-3633 or fax your request to 614/523-3515.

Patti Hathaway, CSP, helps many organizations achieve their goals by providing customized, substantive, interactive, and energizing keynotes, workshops and seminars. Call Patti at 614/523-3633 for information on her speaking services or to receive her complimentary newsletter.