

Building High-Performing Teams Through the Principles of Improv

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Listening

The Yes And Mindset....

Which of these habits could you work on to improve your safety?

- Dismissing feelings
- Giving advice/ solving problems
- Platitudes
- Making it about you
- Judgements

Skills to be a great listener

- Open-Ended Questions - Questions that can't be answered in a 'yes' or 'no' response. Keeps the person talking.
- Reflections - Tell them what you heard so they know they have been heard and understood.
- Empathy - Anything that acknowledges the feeling behind the problem or that they have been heard
 - I'm sorry to hear that
 - That's rough
 - Yeah, I'd be angry too
- Silence - It's ok to just sit and be present

Establishing Group Norms

- Does your work team have agreements?
- What are they?
- Are they explicit?
- Do people follow them?
- What happens if they don't follow them?

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How We Do the Work (How we show up) <ul style="list-style-type: none"> • We are fully engaged, prepared to offer my point of view and take ownership for all • We ask for help • We choose courage over comfort • We practice gratitude and respect • We are accountable 	How We Make Decisions <ul style="list-style-type: none"> • We stay ALIGNED with our <u>values</u> when making tough decisions. • We challenge or question the status quo or traditional way of doing things and are open to new ideas even when things are going well • We seek out and listen to customers' needs in order to develop ideas and solutions
How We Celebrate Each Other <ul style="list-style-type: none"> • We assume positive intentions and stay positive • We practice gratitude by making the time to do extra kind and generous things for my colleagues • We are willing to ask for and give help without judgment • We are thoughtfully engaged and committed to our school community • We notice and celebrate strengths 	How We Manage Conflict <ul style="list-style-type: none"> • We choose courage over comfort by facing difficult tasks and conversations rather than avoiding them • We have direct, honest conversations with people rather than talking about them to others, relying on back-channel conversations or pretending that I agree in the name of being polite. • We are able to reset after setbacks rather than staying stuck in emotion

Possible Conflict Resolution Norms

1. Solve Problems at the right time
2. Solve Problems with the right person (No colluding)
3. We don't allow anger and frustration to boil up. Instead of venting, we process.
4. Assume the best - Start the conversation in a safe way by assuming the best of the other person.
5. Start with a "Check In"
6. Be specific about what is bothering you. Vague complaints are hard to work on.
 - a. Use an "I Statement"
7. Solve one problem at a time and avoid past issues – Deal with current problems only.

What Happens When Team Agreements Are Not Met?

Determine which conversation you are having Content, Pattern or Relationship (CPR)		
State Clear Intentions “My goal here is...I don’t think/want/mean...” “My intent in having this conversation is...” “I care about you and your success. That’s why...”	Share your facts & story “I noticed that...I saw...I heard...” “We agreed on... and I’m seeing...” “I’m beginning to wonder if...” “It’s starting to appear that...”	Inquire “How do you see this?” “What’s your perspective?” “What’s your point of view?” “Can you help me understand?”

Embracing Mistakes

How Do We Do Mistakes?

- Me: _____

- Team: _____

- Culture: _____

My Take-Aways and Goals

1. _____

2. _____

3. _____

Notes and Reflections