

The background is a collage of four quadrants. The top-left quadrant is purple and shows a stack of papers. The top-right quadrant is pink and shows a clock face. The bottom-left quadrant is green and shows a stack of papers. The bottom-right quadrant is yellow and shows a clock face.

How to Get the RIGHT People on the Bus

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Introduction

- Staff Teams within the museum impact everything from the visitor's first impression to how children interact with exhibits
- We will explore...
 - The hiring process
 - Seeking essential skills sets in employees
 - Important red flags
 - Personality types

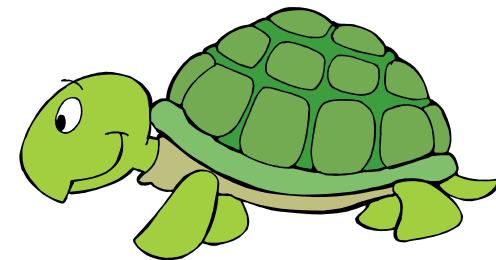
Who are the Right People?

■ T-Shirt Activity

- Outside: What skill sets does your team and/or organization have?
- Inside: What skills sets are you missing from your team and/or organization?



Personality Types and How they Come into Play





Hiring the Right People

- Know your organizational strengths
- Understand that hiring should address organizational gaps
- The hardest people to hire are those that address your gaps, because they are the least like your existing team
- Recognize everyone will need to adapt and adjust to new social norms (this includes you, your team and the new people)



Putting the Parts Together

- Understand that diverse teams can face challenges with...
 - Points of view
 - Passion around the their work and its importance
 - Communication styles
- Developing a shared vision creates connections to allow diversity to come together

Defining Your Expectations Management of People

- The **“perfect”** employee
 - One easy to manage

- The **“imperfect”** employee
 - One difficult to manage



Challenges in Working with Teams

■ Gap Fillers

- Different communication styles
- Highly creative or analytical
- 'Quirky'

■ Challenging Employees

- Dysfunctional behavior
- Unwilling to change
- Behavior doesn't make sense



Important Red Flags – Gallery Walk

■ Dysfunctional Team Members Behavior

- Condescending
- Bullying
- Blocking
- Avoiding
- Joking
- Dominating
- Self-Seeking
- Sabotaging



Solutions to Working with Difficult People

■ Attitude

- Lead by example: shadow what I do / find time to talk/ encourage/ buy-in
- Timing: after work/ alone /create a goal

■ Managing

- Taking initiative/ let the group present the solution

■ Try to facilitate among the site team





Hamburger, Fries and a Coke

- Understand that many communication stresses can be minimized by healthy communication practices

- Pair into groups of two
 - Eye Contact
 - No talking
 - Paraphrase emotions
 - Check for agreement

Managing Teams

- Work in conjunction with teams to develop a program philosophy and then develop goals, objectives and practices based upon this philosophy to define the operation of the program.
- The backbone of any museum is that the team is well qualified, well trained and well supervised.
- We hold ourselves to a higher standard than we hold our staff and we lead by example.
- One of the most important aspects of your job is to be sure that these expectations for team are met so that they are able to provide the best possible programs for the community.



Creating Followership

- Good leaders create 'followership'. Leadership is demonstrated by:
 - Taking initiative & risks
 - Working towards the greater good
 - Being open to diverse opinions
 - Encouraging creativity in self and others
 - Innovative
 - Always striving to reach a higher level of excellence





Leadership Behaviors

- Being curious
- Investigating
- Asking “Why”
- Question the status quo
- Listening
- Verifying
- Seek understanding
- Reflecting

Elements of a Supportive Environment

- Avoid pressuring people
- Encourage divergent points of view
- Presume people's intention to be positive
- Avoid "one-right-answer" thinking
- Encourage risk taking



Creating Empowered Not Enabled Teams

- Praise 20%
 - About external rewards
 - Conditional
 - More about the one giving the praise
- Encouragement 80%
 - Internal reward
 - Trust and faith in the person receiving the reward



Creating Team Environments

- Listening to the Team
- Involve in decision making
- Involve in problem solving
- Provide training and growth opportunities
- Create buy-in
- Let staff know they are important and a valued part of the team



Retaining Top Talent

- They have strong relationships at work
- They feel valued for their work
- They feel they are fairly compensated for their work \$\$\$
- Their values are aligned with the organization
- They feel they are making a difference





Conclusion

- Getting the right people on the bus is an ongoing process that takes time and energy.
- Remember everyone has something of value to contribute to an organization
- Lead by example (children, co-workers and supervisors)
- Encourage, Encourage, Encourage. Encouraged staff are happy productive



Attitude

The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company...a school .. .a home. The remarkable thing is we have a choice everyday regarding the attitude we embrace for that day. We cannot change our past. We cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90 how I react to it. And so it is with you... We are in charge of our attitudes.

Chuck Swindoll