



Resolve Team Conflict & Improve Performance

Presented By Linda Berlot
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About The Founder:

Linda Berlot, ORSCC PCC

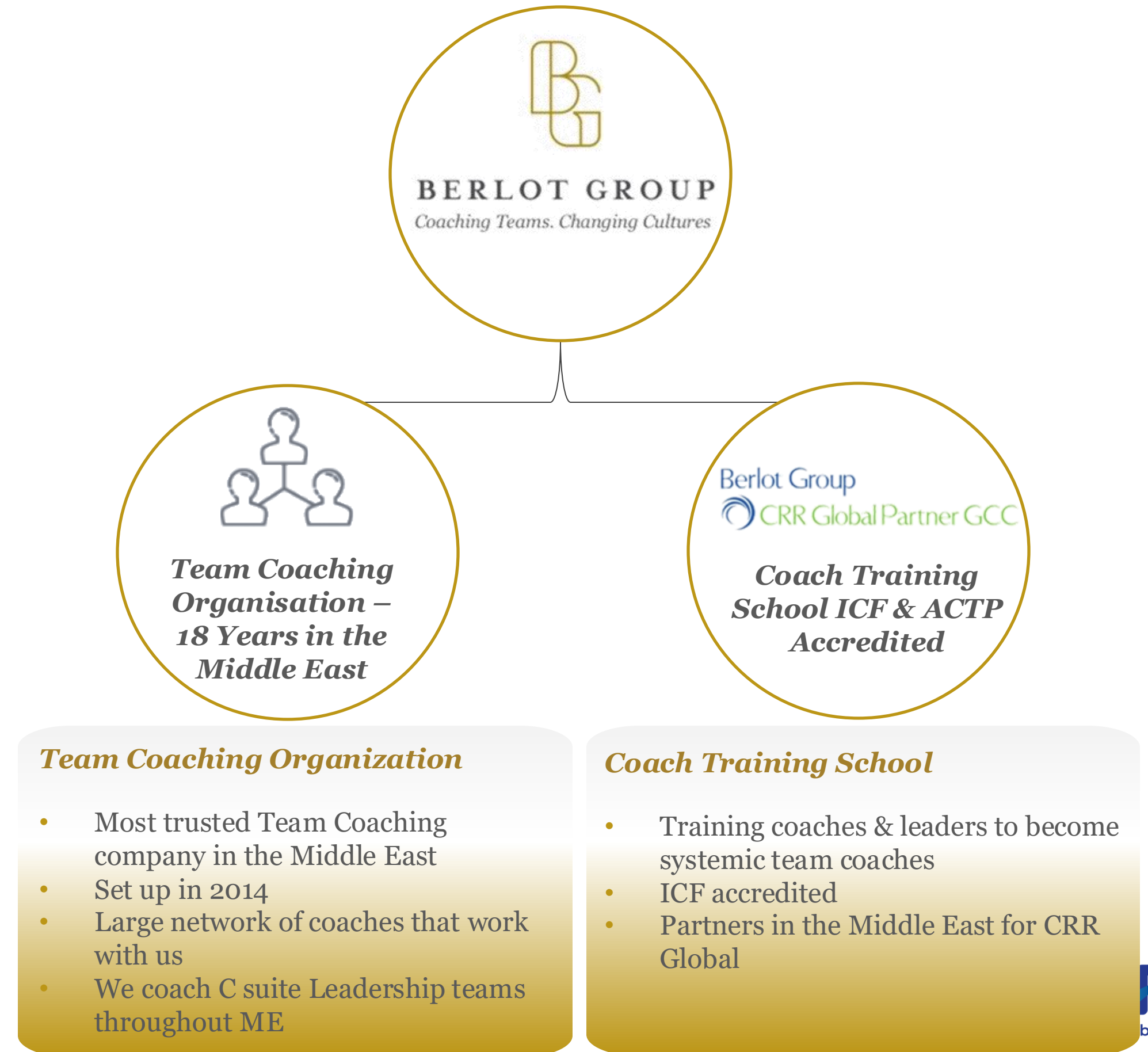


*Entrepreneur and CEO of Berlot Group.
Coaches Executive C Suite leadership teams
to address hurdles that around trust, conflict, communication and
intercultural issues, so that
they may adopt a better, more collaborative way of working together,
and by doing so, meet their Goals & Objectives.*

- CEO, Berlot Group
- CRR Global (ORSC)– Global Director of Faculty Development
- CRR Global Partner for the GCC licensed to deliver the ORSC coach training program throughout the Region
- Work with C Suite Leadership teams across the Globe
- Professional Certified Team Coach since 2008 - ICF (MCC applicant)
- Italian - 20 years in the UAE working across the ME
- Over 22+ years corporate experience
- Coached + 300 teams
- Coached +1600 individuals
- 3500++ coaching hours

Heal the World, One System at a Time

Who We Are



Our Community Is Diverse



- OD Professionals
- CEO's and C Suite Executives
- Managers & Leaders of Teams across all industries
- Coaches & Trainers
- Psychologists

- Consultants & Counselors
 - Mediators
 - Teachers
- HR Professionals

Clients Who Benefit from our Services



This Evening...

AGENDA

- Understand the Difference between Alignment and Agreement
- Introduction of Research Based Data of Positivity vs Productivity
- Introduction to Team Communication Toxins and learn a tool to manage these
- Group Discussion: Questions & Answers Session



Some Issues Team Coaching Addresses



Intercultural/ Diversity Issues



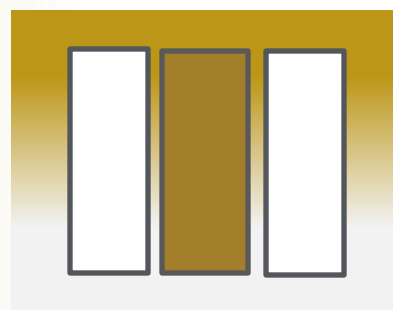
Resistance To Change




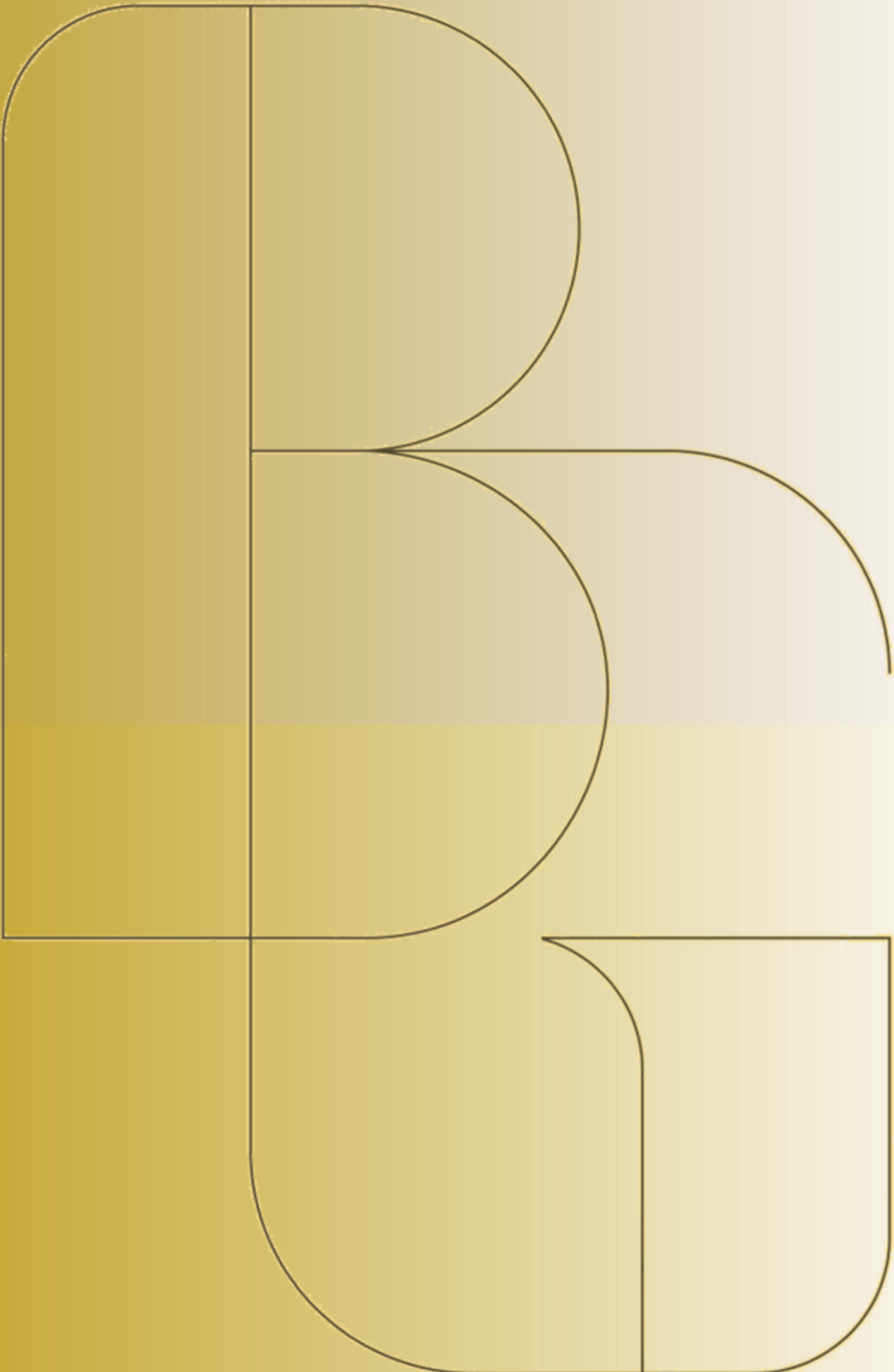
Miscommunication & Conflict



Lack of Alignment



SILOS



***Team (Systems) Coaching
Is An Intervention
That Involves
Coaching Intact Teams, Rather
Than Individuals.***

Team Coaching Explained

What Is Team Coaching ?

A facilitated process that moves teams from where they are to where they want to be:

- Focuses on the team as a whole
- It creates alignment and moves the team away from expectations to creating agreements (behavioral contracts)
- A team coach will use tools and skills to facilitate conversations at a depth the team may not have experienced before

What Team Coaching Is Not

- Its not Training
- Its not Individual 1:1 coaching
- Not Counseling/ Therapy - it may feel like it
- Team building – behaviour must change back in the workplace

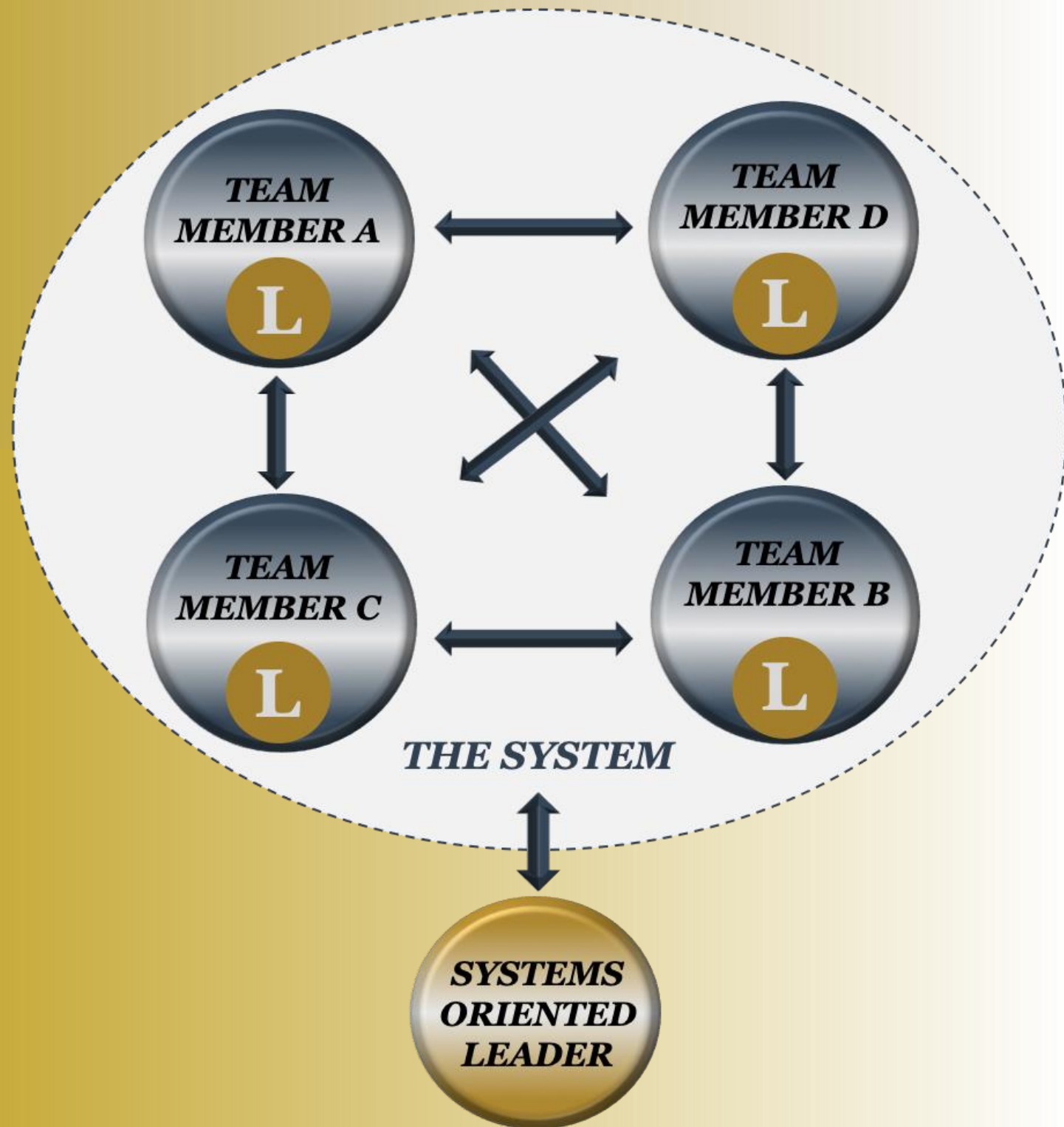
Introduction To Our Team (Systems) Coaching Model

Our Workshop Team Coaching Model

We use an integrated and robust team coaching model that allows us to deliver the content in a way that is engaging.



- **ORSC** Team Coaching model is created by CRR Global
- Marita Fridjhon + Faith Fuller
- **ORSC** – Organisation & Relationship Systems Coaching model
- The model is based on Relationship Systems Intelligence (RSI)
- This model is used as an operating system for client engagements
- Creates conscious, intentional relationships



Benefits Of Team Coaching

Benefits Of Team Coaching

- Development of a powerful team spirit, **enhanced team culture**
- Increased productivity & positivity
- Development of **empathetic understanding** of each others' points of view
- Reduction of “**silo**” mentality - improved collaboration and cooperation
- Empowers creativity and resourcefulness
- Improves relationships and communication
- Minimises **misunderstanding** and mistrust
- Leads to **natural collaboration** and alignment
- Development of conflict resolution skills and rapid resolutions
- Conflict is not viewed as negative. Team members learn to engage in **positive passionate conflict** rather than negative conflict
- Increases appreciation and respect for each other's views and differences
- **Increase accountability**
- **Increase trust**, rapport, and **alignment** in relationships and on teams

Statistics Supporting Team Coaching

- Working relationships with direct reports improved (reported by 77% of executives)
- Working relationships with immediate supervisors improved (71%)
- Teamwork and collaboration improved (67%)
- Working relationships with peers improved (63%)
- Job satisfaction increased (61%)
- Conflict reduction (52%)
- Organizational commitment increased (44%)
- Working relationships with clients improved (37%)
- Increased Productivity (reported by 53% of executives)
- Quality Improvement (48%)
- Organizational strength (48%)
- Increased Customer service (39%)
- Reducing customer complaints (34%)
- Increased Retention of executives who received coaching (32%)
- Cost reductions (23%)
- Bottom-line Profitability Increased (22%)



How Do We Create Team Alignment?

What is Team Alignment?

- ❑ *Alignment is not Agreement*

- ❑ *Alignment is about moving away from polarized positions – towards a place of common interest*

- ❑ *Where we create a Win-Win*

- ❑ *Where its NOT about My way or Your Way – but OUR way – that includes both mine and your ways*

- ❑ *Alignment is always possible, if there is a desire to find it*





Data for Relationship Mastery (Prof. John Gottman)

- Increase overall positivity 5:1 ratio
- Increase positivity during conflict :
 - Soft start up
 - Repair bids
- Decrease negativity during conflict, by decreasing Communication Toxins :
 - Defensiveness
 - Blame/Criticism
 - Stonewalling
 - Contempt



Positivity vs Productivity Research

- High Performing Teams focus on creating positivity
- High ESI creates High Performing Teams
 - Turn Taking
 - Acknowledgment
 - Curiosity/ Advocacy for each other's positions
- Toxic Communication erodes team performance and increases employee turnover
- Important to evaluate toxic “load” and support more skillful communication
- High Performing Teams create conflict protocols BEFORE conflict happens



Team Communication Toxins

- Criticism/ Blame
- Defensiveness
- Stonewalling
- Contempt

Team Communication Toxins

Criticism/ Blame

Aggressive attack

Harsh start-up

Domination

Overly driving

**Makes the other person
the issue**

Defensiveness

Refusal to take
responsibility

Not taking ownership - It's
not my fault

Victimization

Not open to influence

Not allowing any new
information in

**Refuses to take
responsibility for their
part**

Stonewalling

Disengagement

Passive or
passive-aggressive
behaviour

Going around the chain of
command

Withdrawal

Avoidance

Ignoring

**Steps out of
Relationship/ other
person feels not
valued**

Contempt

Hostile gossip

Sarcasm

Cutting others down

Undermining

Disrespect/ Rudeness

Demeaning
communication

Eye rolling + facial
expressions

Breaks people down

Communication Toxin Antidotes

Criticism/ Blame

COIN
(Context, Observation,
Impact, Next)

Soft Start-ups

Feed Forward

Ask Questions/Curiosity

Defensiveness

2 % Truth

Practice Active Listening

Ask Questions/ Curiosity

Stonewalling

You are a voice of the
team, speak up

Transparency: State what
you feel and ask for what
you want

Get Mediation

Contempt

Personal Development
(Contempt is highly
damaging to both the
giver and the receiver)

Practice respectful
communication

COIN (Context,
Observation, Impact,
Next)

Conclusion

- Certain amount of team toxins is normal, a steady diet will bring about the break down of the team
- 21st leadership skill is to leverage the group intelligence – the Relationship Systems Intelligence of the team - so teams hold themselves and each other accountable
- Do this by creating Communication & Conflict Protocols and behavioural agreements, so that multicultural teams define how to behave



**Any Questions –
Ask Away !**



Contact Us



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