



AREA AND DIVISION DIRECTOR TRAINING

SESSION 1:

Develop Successful Teams

Charice Manor, PQD, District 8

Session Objectives



- Recount responsibilities of area and division directors
- Identify members of area and division councils and ways councils offer support
- Describe a team charter and its benefits
- Build trust and set expectations using team charters
- Apply the Five Principles of Motivation
- Use conflict resolution techniques

Area Director Responsibilities



Area Director serves as the direct liaison between the district and the clubs. Area directors conduct club visits twice a year within their respective areas to understand and support club needs.



Area 3
Michael Smith



Area 4
Sarah Dahm



Area 7
Kenny Freeman



Area 9
Sam Kloese



Area 19
Annie Dunn



Area 10
Linda Leasman



Area 12
Paula Williams



Area 17
JD Perper



Area 18
Henry Greene

Division Director



District Director leads and supports the Division through the supervision and support of the Area Directors. One of your primary goals as Division Director is to ensure that each club achieves its mission and fulfills its responsibilities to its members.



Division A
Karen Dew



Division B
Terri Orban



Division C
Dawnella Bowser

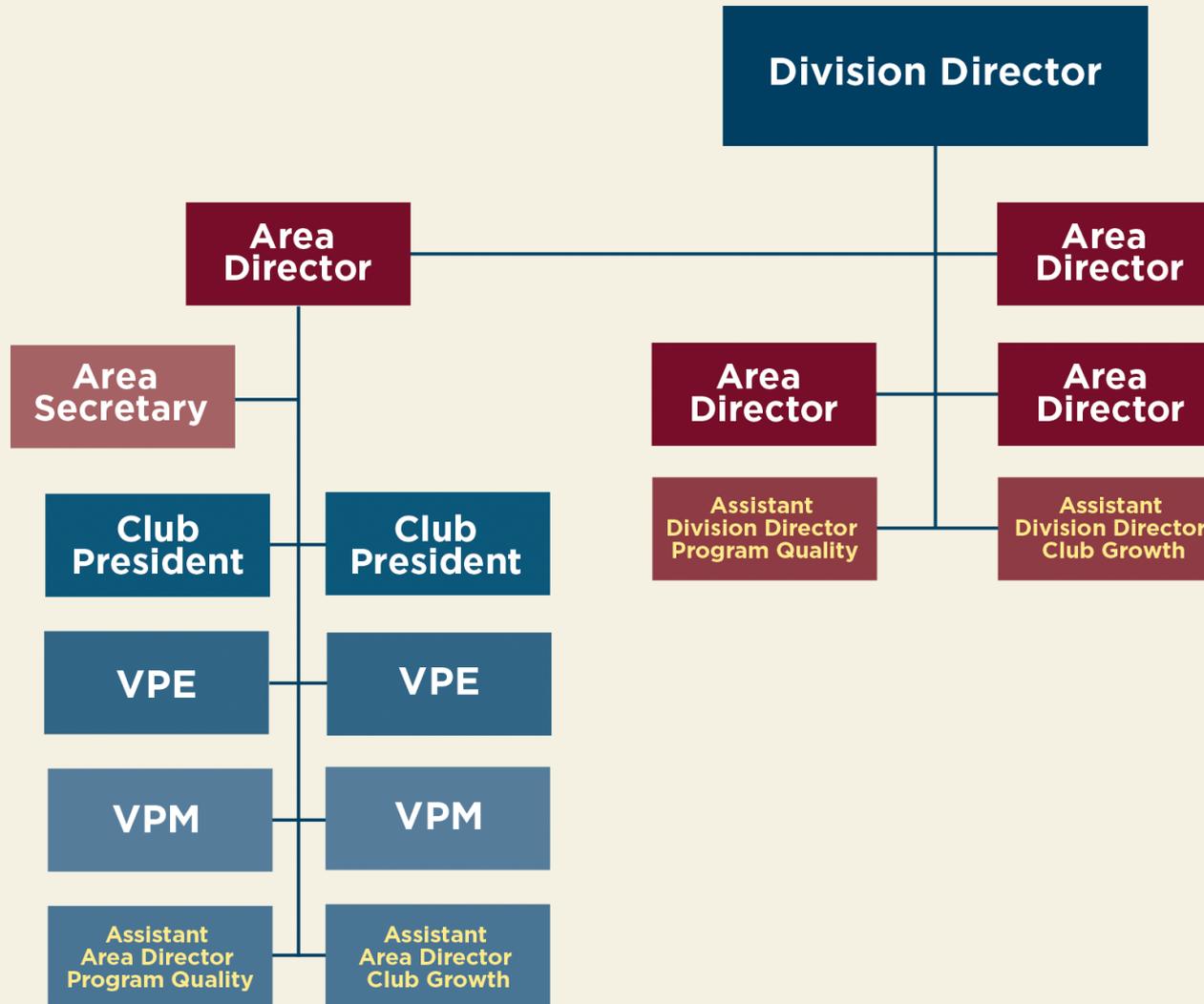


Division E
Kesha Kent



Division F
Rahul Joglekar

Team Support



Your Team Agreement

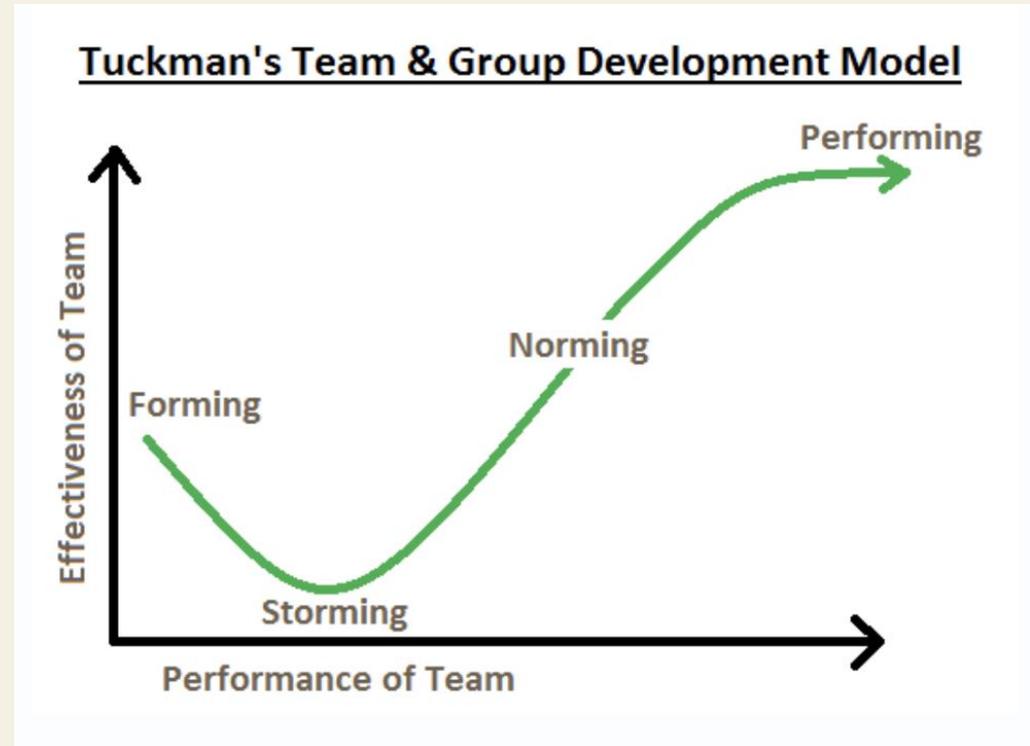


- ▶ Team Composition
- ▶ Values
- ▶ Team Operating Principles
- ▶ Potential Obstacles
- ▶ Meeting Protocol
- ▶ Team Interaction and Behavioral Norms

Team Development



1. FORMING
2. STORMING
3. NORMING
4. PERFORMING
5. *ADJOURNING



Area Director Conflict Scenario



As area director, it's your responsibility to help club presidents be successful. You are in regular contact with the four club presidents in your area. Three of them always give you detailed updates on their progress toward Distinguished goals. Whenever you call the fourth president, however, she says she's working on it but doesn't provide details. You're frustrated and upset with her — when you were a club president, you understood how to communicate with district leaders. However, this club president seems annoyed when you call, and you've heard from two other members that she complains that you micromanage and lack confidence in her.

WHAT ARE STEPS TO RESOLVE THIS CONFLICT?

Division Director Conflict Scenario



As division director, you chair division council meetings attended by the area directors in your division. At today's council meeting, one of them contradicts almost everything you say. The rest of the council members seem uncomfortable due to the negative atmosphere this disagreement creates. After the meeting you try to speak with the area director, but he says he is running late and leaves before you can ask him what is wrong. You know that if it's not resolved, this conflict could have an impact all the area directors' morale and productivity.

WHAT ARE STEPS TO RESOLVE THIS
CONFLICT?

Team Conflict Resolution

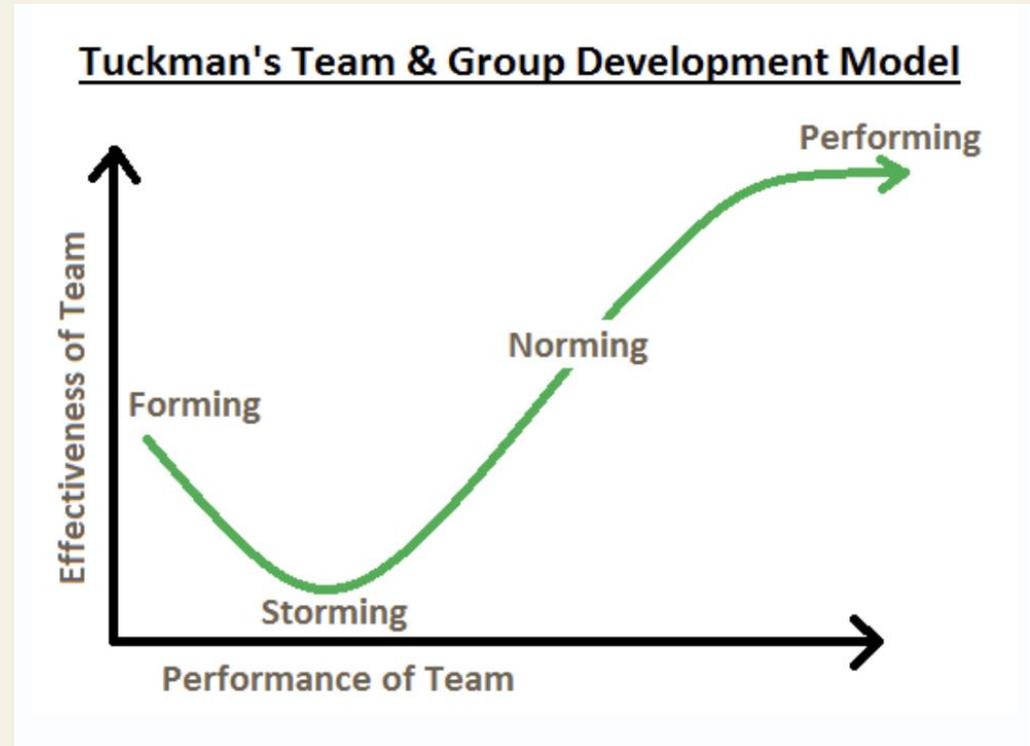


- ▶ Talk in private.
- ▶ Share responsibility and agree to resolve issues.
- ▶ Present viewpoint in unemotional way.
- ▶ Determine points of agreement and disagreement.
- ▶ Decide how to proceed on disagreements.
- ▶ Summarize discussion in writing and move forward.

Team Development



1. FORMING
2. STORMING
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Five Principles of Motivation



- ▶ Understanding motivation
- ▶ Focusing on value
- ▶ Clarifying expectations
- ▶ Recognizing your team
- ▶ Leading by example



- Responsibilities of area and division directors
- Team Development
- Create your team agreement
- Use conflict resolution techniques
- Build trust and set expectations using team charters
- Apply the Five Principles of Motivation

Conclusion: Closing Remarks



- ▶ One year Team
- ▶ PROVIDE YOUR BEST SUPPORT TO THE AD's and CLUBS so they have the know how and direction to achieve their club goals.



QUESTIONS?