

Allez! Go!

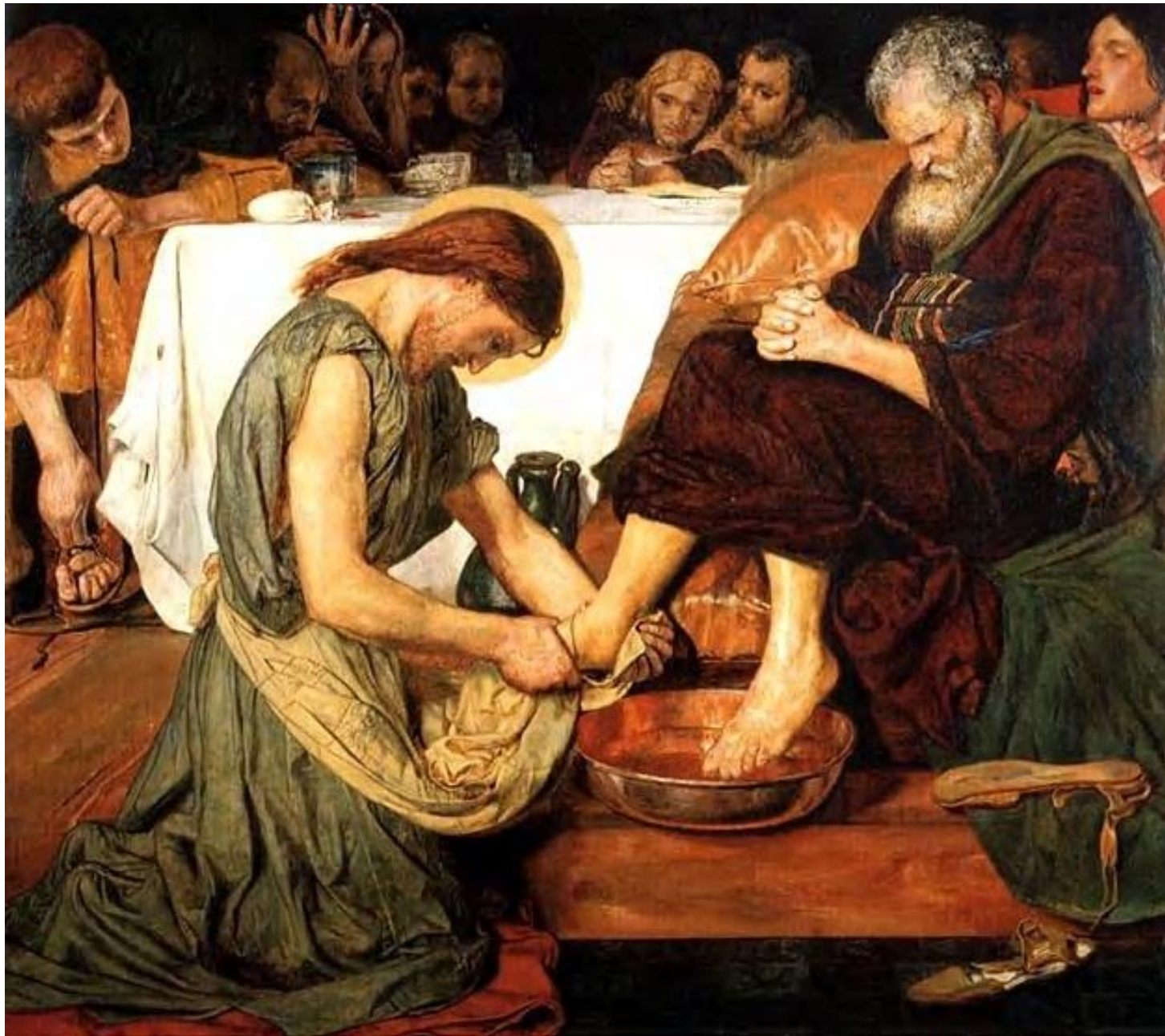
Mt 28, 19



09/29/2018

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The 7 principles of service leadership:

- **Humble of heart**
- **learn to follow**
- **Finding greatness in serving**
- **Know how to take risks**
- **Wash the feet of others**
- **Share responsibility and authority**
- **Build a team**



**Allez!
Go!**

Mt 28, 19

Dynamique de groupe

GROUP DYNAMICS




WHAT CAUSES POOR GROUP DYNAMICS?

- **Weak leadership**
- **Excessive deference to authority**
- **Blocking:**
 - **The aggressor:** this person often disagrees with others, or is inappropriately outspoken.
 - **The negator:** this group member is often critical of others' ideas.
 - **The withdrawer:** this person doesn't participate in the discussion.
 - **The recognition seeker:** this group member is boastful, or dominates the session.
 - **The joker:** this person introduces humor at inappropriate times.
- **Groupthink** (Consensus vs Right decision)
- **Free riding** (Social loafing)
- **Evaluation apprehension** (fear of being judged)

STRATEGIES FOR IMPROVING TEAM DYNAMICS

- **Know Your Team**
- **Tackle Problems Quickly (Give feedback)**
- **Define Roles and Responsibilities**
- **Break Down Barriers**
- **Focus on Communication**
- **Pay Attention**

FUNCTIONS OF A GROUP LEADER

- 
- To create a climate of safety**
 - To encourage interaction among the members**
 - To adhere to the task established by the group**
 - To direct the group toward the purpose**
 - To intervene when the dynamics prevent group process**
 - To evaluate the progress of the group**

HOW ?



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HOW ?



Jesus is THE model of Christian leaders

Jesus knew
how to listen

Jesus reacted
with love to
what he heard

Jesus was
proposing a
vision

Jesus was
authentic

Jesus was
compassionate

Jesus knew
how to forgive

Jesus was
going straight
to the point

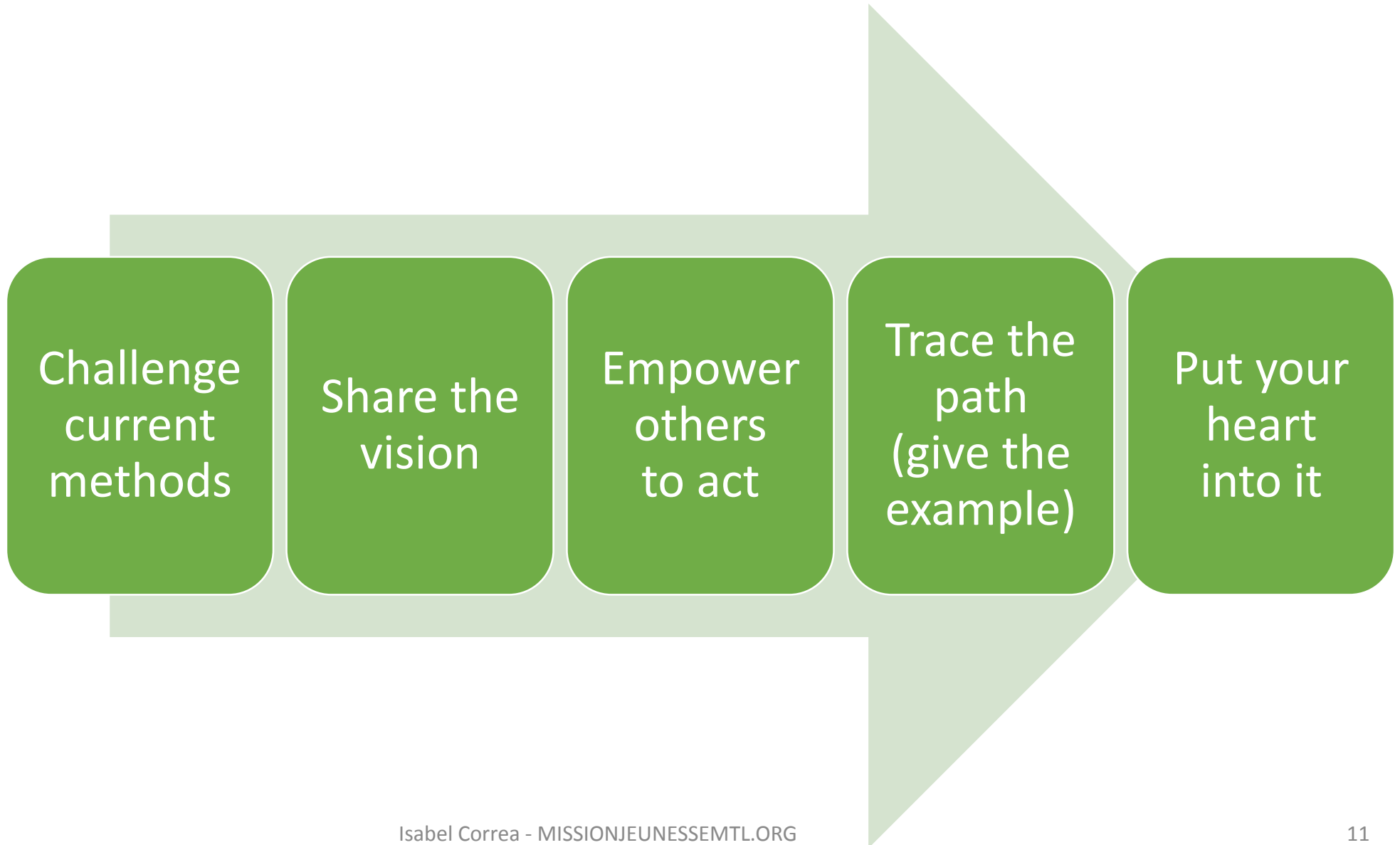
Jesus thought
of others

Jesus did not
exclude
anyone

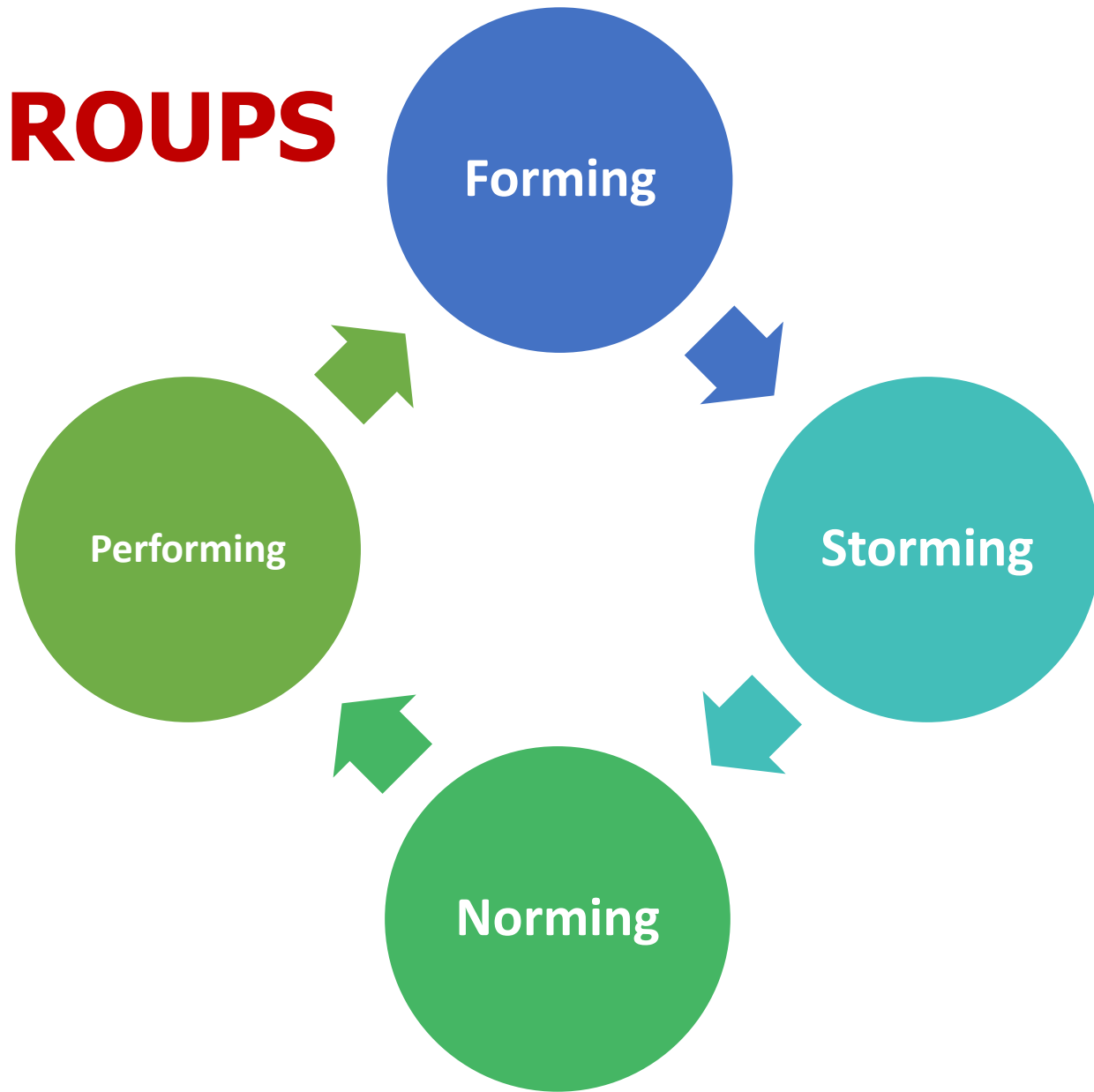
Jesus
empowered
people

Jesus was a
person of
integrity

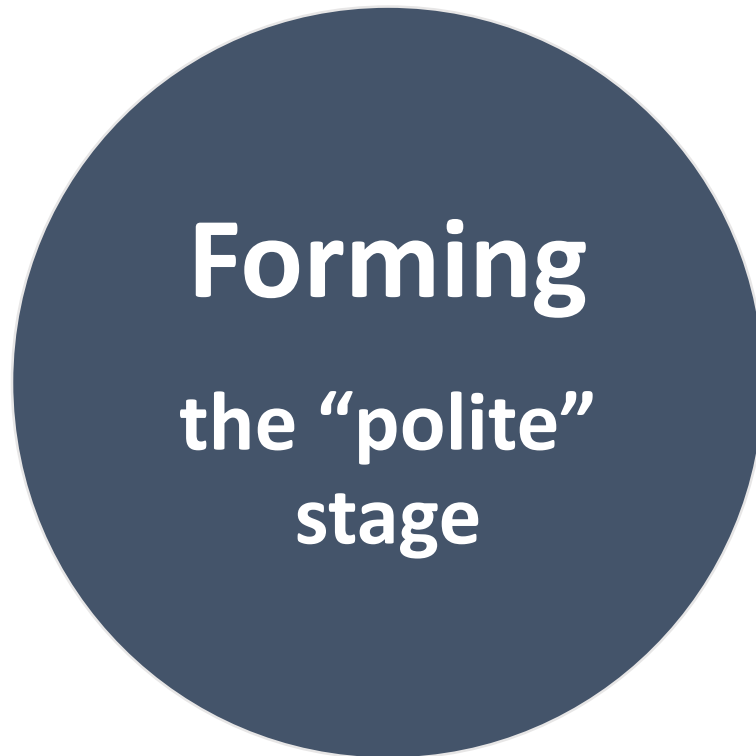
BEST PRACTICES



LIFE CYCLE OF GROUPS



Life cycle of Groups



Uncertainty

Low trust

Low skill
level

No sense of
direction

Life cycle of Groups



Conflict
emerges

Frustration
sets in

Emotional
arguing

Animosities
develop

Power
struggles

Leader
rejected

Cliques
form

Life cycle of Groups



Members
“own”
problems

Conflicts
resolved

Power issues
resolved

Create
empowerment
plan

Team
redefines
norms

Performance
problems
corrected

Life cycle of Groups



High productivity

Conflicts
managed by
members

Goal
commitment high

Members behave
in a facilitative
manner

Roles &
responsibilities
clear

Continuous
improvement

Members
committed and
bonded

Life cycle of Groups



OBSTACLES TO EFFECTIVE COMMUNICATION

JUDGING

Judging, criticizing, blaming:

“That’s really immature,”

Name-calling, labeling, ridiculing:

“Okay, you little baby.”

Interpreting, diagnosing:

“You’re just jealous of _____.”

Praising evaluatively, agreeing:

“Well, I think you’re pretty/smart/a good player.”

SENDING SOLUTIONS

Ordering, directing, commanding:

“Don’t ever talk to me like that!”

Warning, admonishing, threatening:

“if you do that, you’ll be sorry,”

Exhorting, moralizing, preaching:

“You ought to do this...”

Excessive/inappropriate questioning:

“Why do you suppose you have school?”

Advising:

“The best thing to do is...”

AVOIDING THE OTHER'S CONCERNS

Diverting, distracting:

“Why don’t you try burning down the school?”

Lecturing, teaching, giving logical arguments:

“Let’s look at the facts...”

Reassuring, sympathizing: “Don’t worry, things will work out fine.”

THE ROLE OF THE « ADULT »

Facilitate

Protect

Support

Empower

**Mentor /
Accompany**

- I do it --- you watch me do it.
- I do it --- you do it with me.
- You do it --- I watch you do it.
- You do it --- I do something else

AUTHORITY & RESPONSIBILITY

THE IMPORTANCE OF HAVING THE DIFFICULT CONVERSATION

Create Healthy Boundaries

Be clear on the Priorities of the Relationship

Understand the difference between Mentorship **vs.** Friendship

Understand the difference between Fellowship **vs.** Friendship

Consider the limits of wanting to be responsible
vs. wanting to be liked

Who are you accountable to?

What are the limits of confidentiality?

HOW TO DELEGATE

Specify the outcome you desire

Establish controls,

Identify limits to the work

Provide sufficient support,

Keep up to date with progress,

Focus on results rather than procedures.

When the work is completed, give recognition where it's deserved.

KEEPING CONTROL

BRIEF YOUR TEAM MEMBER

- explain why they were chosen for the job,
- what's expected from them during the project,
- the goals you have for the project,
- all timelines and deadlines
- and the resources on which they can draw.
- Agree a schedule for checking-in with progress updates.

KEEPING CONTROL

**Make
sure that
the team
member
knows
that you:**

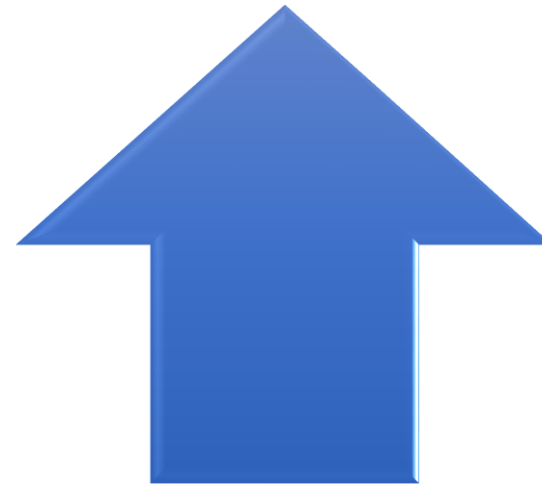
- want to know if any problems occur,
- are available for any questions or guidance needed as the work progresses.



Giving enough space for people to use their abilities to best effect



Monitoring and supporting closely enough to ensure that the job is done correctly and effectively.



FEEDBACK

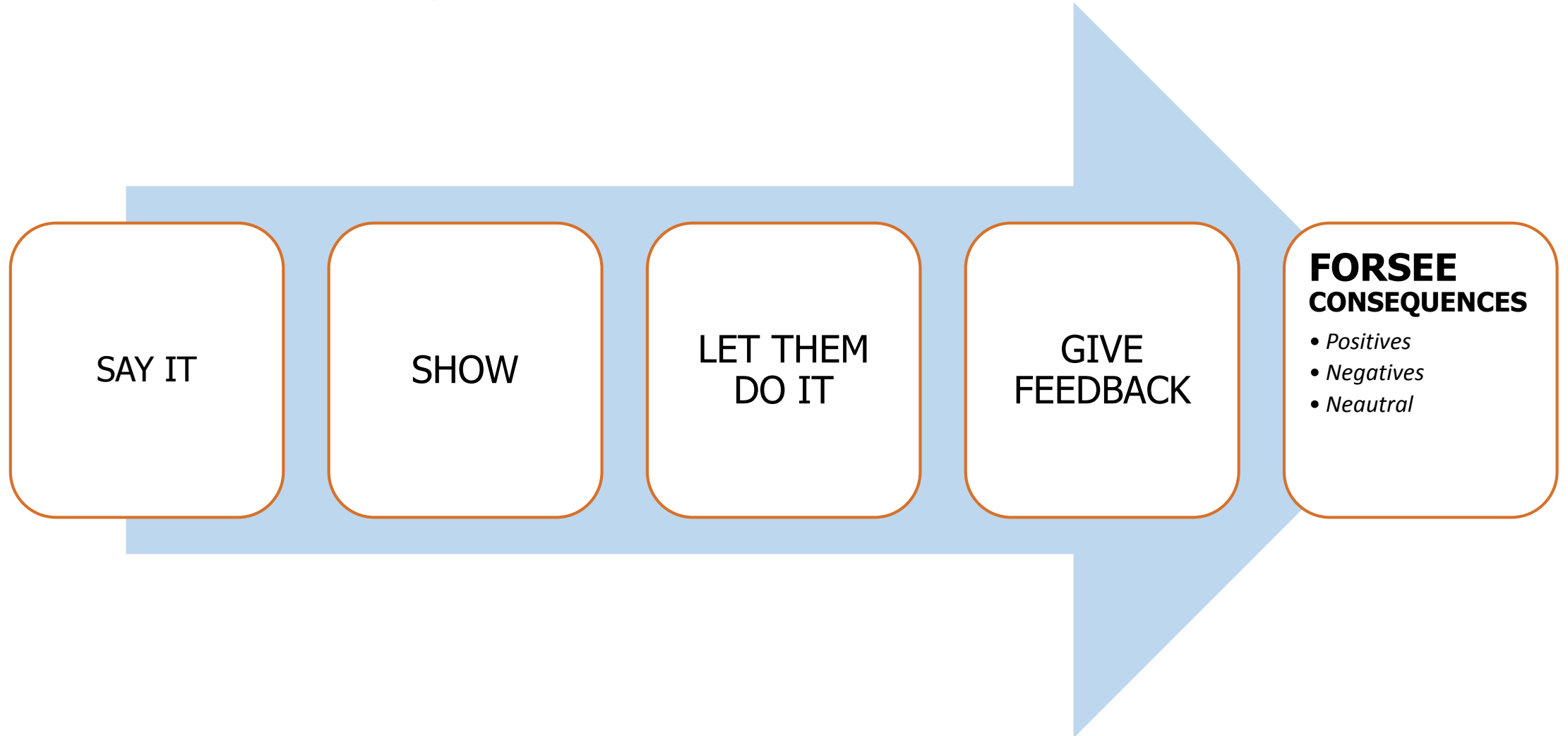
set aside enough time to review it thoroughly.

If possible, only accept good quality, fully-complete work

when good work is returned to you, make sure to both recognize and reward the effort.



INCREASE THE POTENTIAL FOR BETTER RESULTS



INCREASE THE POTENTIAL FOR BETTER PERFORMANCE

**YOU DO IT..
THEY WATCH**

**YOU DO IT
TOGETHER**

**THEY DO
YOU
WATCH**

**THEY DO,
YOU
REMAIN
CLOSE BY**

**THEY DO,
YOU
CELEBRATE
AND MOVE
ON**

Imitating Christ's Humility

(Philippians 2:1-11)

- If you have any encouragement from being united with Christ, if any comfort from his love, if any fellowship with the Spirit, if any tenderness and compassions, then make my joy complete by being likeminded, having the same love being one in spirit and purpose.
- Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interest, but also to the interest of others.
- Your attitude should be the same as that of Christ Jesus:
- Who, being in very nature God, did not consider equality with God something to be grasped, but made himself taking the very nature of a servant being made in human likeness.
- And being found in appearance as a man, he humbled himself and became obedient to death even death on a cross!
- Therefore, God exalted him to the highest place and gave him the name that is above every name that at the name of Jesus, every knee should bow, in heaven and on earth and under earth, and every tongue confess that Jesus Christ is Lord, to the Glory of God the Father.

