

PEOPLE POWER

A Joyful Team Philosophy

Resource Handbook
by
Deborah G. Estes, Ed.D.

Power To Make A Difference

ACSA/KCSBA Fall Conference

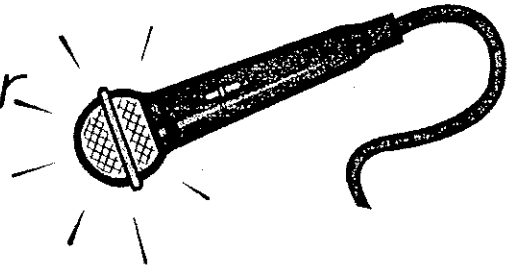
Lemoore, CA

February 13, 2008



About Your Presenter

Deborah G. Estes, Ed.D.



Dr. Deborah Estes graduated from Texas A & M University-Commerce with a doctorate in Educational Administration and is a former high school teacher, middle school principal, and Curriculum/Public Relations Director. She also held the position of Senior Consultant for Region 10 Educational Service Center, where her responsibilities included directing, coordinating and serving as a lead trainer of a cooperative service which provided administrative training to more than 1600 superintendents, principals, central office staff and trustees of eighty-two school districts.

In February of 1995, she established Estes Group, Inc., which specializes in training to both business and educational sectors. She has served on the ASCD Annual Conference Planning Committee, and consults for both the National Staff Development Council and the Bureau of Education and Research. She is a member of several local boards. Dr. Estes presents throughout the United States and Canada, and has been a recognized speaker with the Department of Defense in Seoul, Korea.

Dr. Estes offers a variety of training in the areas of leadership and effective presentations. Her primary interest is in the areas of brain research and how this knowledge can directly impact our lives as educators, and even more significantly, as human beings. Dr. Estes is recognized as a conference keynote speaker and presenter, and often speaks to Administrative Leadership teams and conducts Board of Trustees training.

On a personal note, Dr. Estes is the mother of two lovely self-sufficient daughters. D. J. is an assistant district attorney in Fort Worth, Texas and Taylor is project manager at WellMed Medical Management in San Antonio, Texas.

Working with people of all orientations-educators, parents, community members, businesspersons, corporate leaders and conference participants, Dr. Estes is known for her warmth, humor and ability to involve everyone in the joy of learning.

Deborah G. Estes, Ed.D.
Estes Group, Inc.
P.O. Box 1481
Sherman, Texas 75091
Telephone: 903.892.0033
Facsimile: same
E-Mail: de@estes-group.com
www.estes-group.com

NORMS

...are the standards or expectations by which individuals or a group have agreed to operate while working together.

They should be used whenever two or more people are working together for a productive outcome.

...help to maximize productivity and effectiveness in a positive setting and insure that individuals are respected.

They place responsibility upon individuals for expected behavior helping to build community in your group, and at the same time allow for risk taking.

...should be positive, kept simple and few in number. The optimum situation is for the group to develop their own norms.

STEPS FOR ESTABLISHING NORMS

Step 1 Members identify own needs.

Step 2 Members share their norms.

Step 3 Clarify "look like" and "sound like" for abstract norms.

Step 4 Ask for missing norms.
Recommend or prompt others.

Step 5 Ask for agreement from total group.

Step 6 Work toward agreement with norms.

Step 7 Agree to self-enforce. Get commitment to norms from all members.

Step 8 Post norms and review them frequently.

Today's Norms



People Power Pals

Nosy Pal #1 _____
Nosy Pal #2 _____
Nosy Pal #3 _____
Nosy Pal #4 _____
Nosy Pal #5 _____
Nosy Pal #6 _____

Get Nosy and Meet a Pal!



Intended Outcomes

Participants will have the opportunity to:

- ♥ Learn about a Quality tool-Norms
- ♥ Identify individual strengths and areas of growth
- ♥ Explore the philosophy of PEOPLE POWER
- ♥ Discuss the six underlying principles
- ♥ Experience a lighthearted culture
- ♥ Consider the implications of PEOPLE POWER philosophy in your own organization

ACTIVITIES



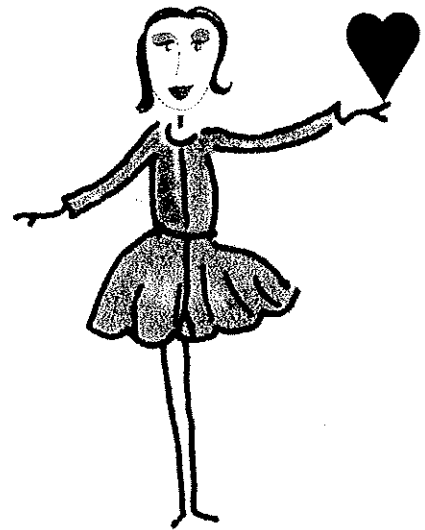
ASSESSMENT GRID

	1	2	3	4	5	6	7	8	9	10
1. _____	•	•	•	•	•	•	•	•	•	•
2. _____	•	•	•	•	•	•	•	•	•	•
3. _____	•	•	•	•	•	•	•	•	•	•
4. _____	•	•	•	•	•	•	•	•	•	•
5. _____	•	•	•	•	•	•	•	•	•	•
6. _____	•	•	•	•	•	•	•	•	•	•
7. _____	•	•	•	•	•	•	•	•	•	•
8. _____	•	•	•	•	•	•	•	•	•	•
9. _____	•	•	•	•	•	•	•	•	•	•
10. _____	•	•	•	•	•	•	•	•	•	•
11. _____	•	•	•	•	•	•	•	•	•	•
12. _____	•	•	•	•	•	•	•	•	•	•

Be Lighthearted

What seems to be the benefit of a creative, playful work setting? Can you remember a time when you were having so much fun you lost track of time?

Any job can be boring if you make it boring and any job can be fun if you make it fun. What are some ways you make your work fun? How can you involve others? Some ideas are: buy a few toys to keep on your desk (or better yet, to share with others); include cartoons in your memos; practice laughing!



"Humor, used appropriately, can help reduce the psychological distance between [people], while inappropriate humor increases distance."

*James Neuliep—Professor of Communications,
St. Norbert College in DePere, Wisconsin*

"Appropriate humor and laughter can foster social ties between people."

Robert Sylwester—Professor Emeritus and renowned author

School leaders could benefit by using self-deprecating humor to create a more positive school climate:

"Self-deprecating humor is a very high form of humor because it requires self-confidence to laugh at yourself and your mistakes."

*Mary Kay Morrison—Veteran Teacher, creator of a humor improvement plan
for school administrators in northern Illinois*

List some benefits of a lighthearted workplace:



Be Lighthearted (continued)

Humor in the classroom is much more than jokes. It involves the teacher being playful, using exaggeration, telling stories and amusing anecdotes—anything that they've heard, read or experienced. These actions show students that the teacher is human, even vulnerable. For teachers who want to increase their humor potential, try the following:

- ♥ Keep a humor file with items related to your subject area or to education in general.
- ♥ Keep track of funny things that students say from year to year and bring these up in an appropriate context.
- ♥ Don't be afraid to use props, toys, buttons and so on to get students' attention.

Ed Dunkelblau—Director of the Institute for Emotionally Intelligent Learning

Medical research shows that laughter increases adrenalin, oxygen flow, and pulse rate. After these heightened responses, the body is more relaxed, and people can use this calm feeling to promote sociability and better learning.

Now, with your nosy pal, record some ideas for being lighthearted:



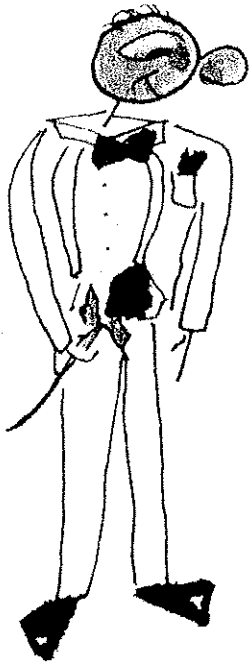
Be Lighthearted (continued)



1. A plethora of individuals with expertise in culinary techniques vitiates the potable concoction produced by steeping certain combustibles.
2. All articles that coruscate with resplendence are not truly auriferous.
3. The stylus is more potent than the claymore.
4. It is fruitless to become lachrymose over precipitately departed lacteal fluid.
5. Male cadavers are incapable of yielding any testimony.
6. Scintillate, scintillate, asteroid minutia.
7. The person representing the ultimate cachinnation possesses thereby the optimal cachinnation.
8. Abstention from elevatory undertakings precludes a potential escalation of a lucrative nature.
9. Exclusive dedication to necessitous chores without interlude of hedonistic diversion renders Jack a hebetudinous fellow.
10. Eschew the implement of correction and vitiate the scion.
11. A revolving lithic conglomerate accumulates no congeries of minute, verdant bryophytic vegetation.
12. Neophyte's serendipity.

- A. No use crying over spilled milk.
- B. Dead men tell no tales.
- C. Beginner's luck.
- D. Nothing ventured, nothing gained.
- E. A rolling stone gathers no moss.
- F. Twinkle, twinkle, little star.
- G. Spare the rod and spoil the child.
- H. Too many cooks spoil the broth.
- I. All work and no play makes Jack a dull boy.
- J. He who laughs last laughs best.
- K. All that glitters is not gold.
- L. The pen is mightier than the sword.

Make Someone's Day



Involving others and working to "Make Someone's Day" directs attention away from yourself. Mrs. Martha Aston, my high school junior English teacher said it this way, "Don't feel sorry for insecure people, because they think only of themselves." Focusing your attention on ways to make another person's day provides a constant flow of positive feelings.

Think of a time when your day was crummy and someone did something to make you smile. What did they do?

Can you picture a time when something (a funny ad, a comical misunderstanding, etc.) "made your day"?

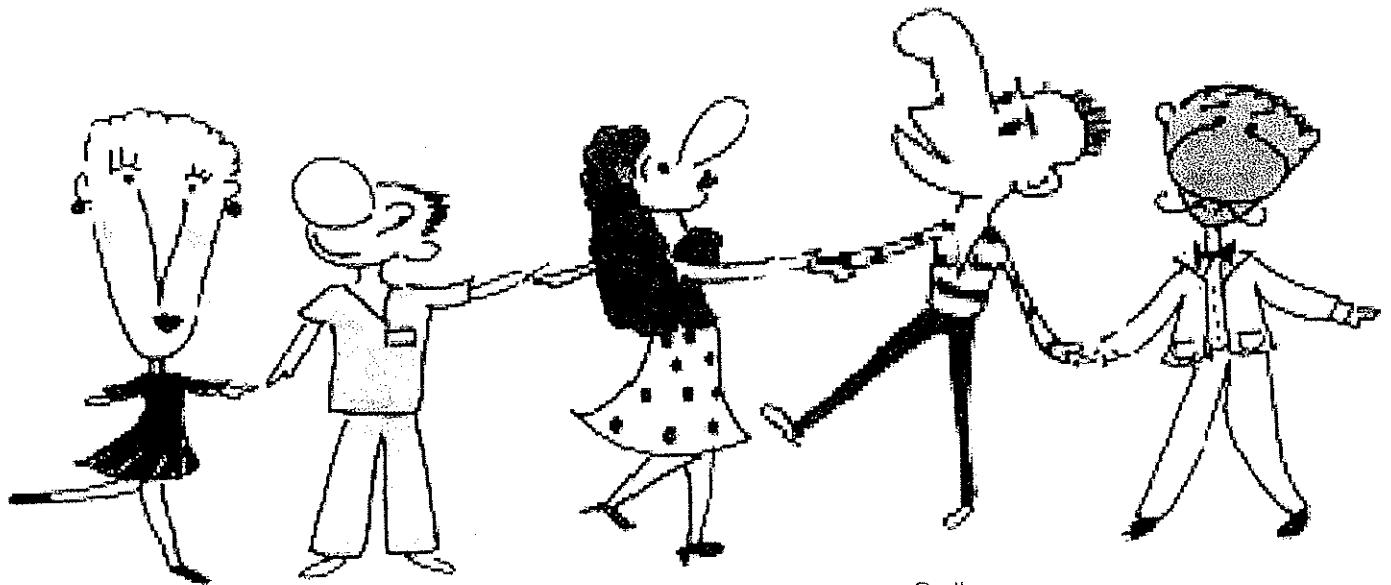
Think of a time when someone told you that you made a difference for them... that you "made their day". What was the situation, and how did it feel?

Who are our customers, and how can we engage them and "make their day"? How could we make each other's days?

Few things are as rewarding and infectious as lifting another's spirit through compassion and kindness. Creating a "Make Someone's Day" Hit List is a good way to get the feel of PEOPLE POWER.

Name	How to Make Someone's Day
1. _____	_____ _____ _____
2. _____	_____ _____ _____
3. _____	_____ _____ _____

Get Connected!

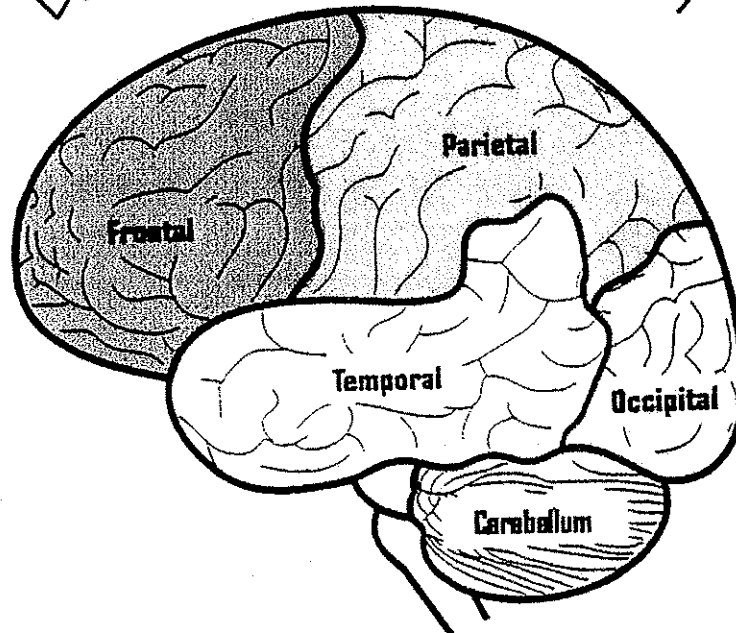


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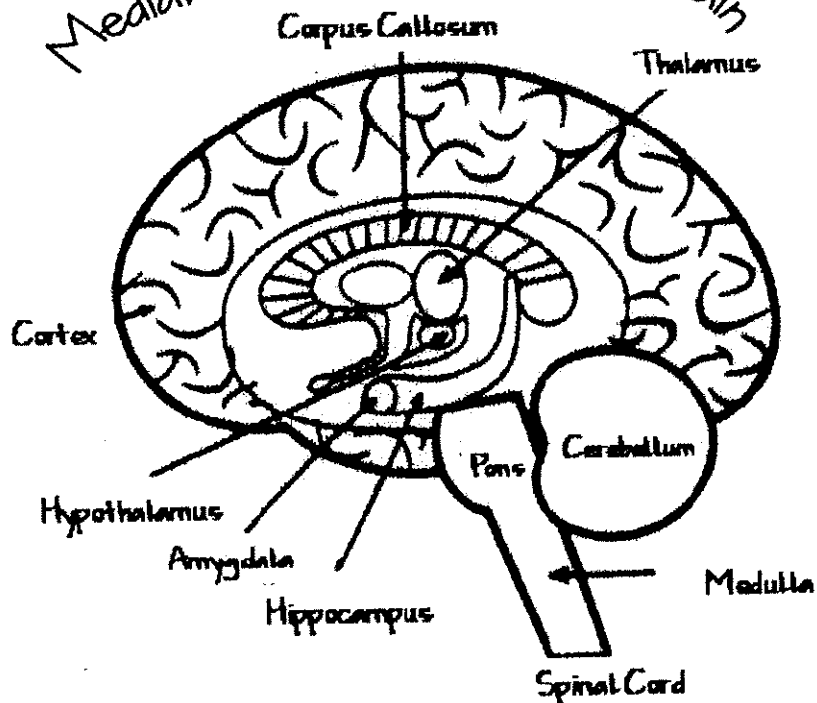
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Be MIND Full

Lobes of the Human Brain



Medial View of the Human Brain



Be Present!



WHEN WE SPEAK OF
"BEING PRESENT" WE ARE NOT
ONLY TALKING ABOUT BEING
PHYSICALLY PRESENT, BUT
MENTALLY, EMOTIONALLY AND
SPIRITUALLY PRESENT AS WELL.

It's sort of like being back in the high school classroom with the teacher taking attendance. As your name was called, you probably said either "here" or "present." But were you really?

You will find this same problem in today's workforce. People leave their brains locked up in their car and tend to be on automatic much of the time. We need to shift gears.

Have you ever gone up to a counter and had the service person deal with you while making a phone call, taking care of personal hygiene, or talking to another worker? What impact did this have on you?

This one hits close to home for many of us. Have you ever taken a phone call while in the middle of a conversation with someone else? How do you think they felt?

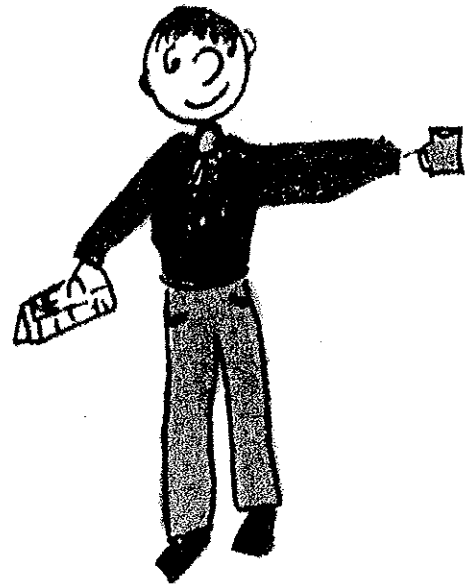
"Being present" is the glue of humanity. When you are fully present, you have put yourself in a position to make a positive difference with each encounter. What are some things we can do to be sure that we are "being present"?

Be Present (continued)

Be Lighthearted

Think of a specific person at work who really loves to have fun with everything they do? Do you know anyone who doesn't like to have fun no matter what? Describe the personality traits of each.

Now, review the traits of each type. How many do you have? Can you learn anything from them?



Have Fun



Have No Fun



Make Someone's Day

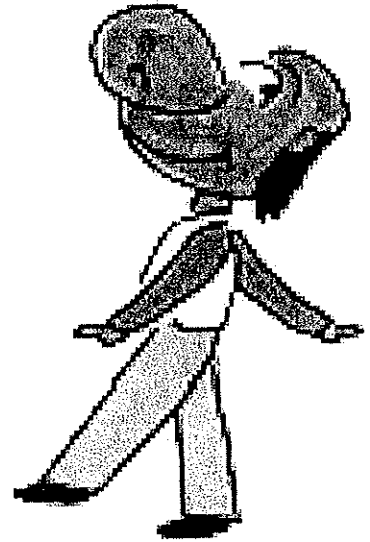
Now, talk about an event when someone didn't make your day, but could have.

Be Present (continued)

Get Connected

Ask your partner to connect as many compound words or phrases that use the word "play" in them. Examples are play-act, play-dead, etc.

Now, think about how many of these words and phrases are limited to children only. How many are limited to non-work related activities? Describe times that you have played and at the same time been extremely productive.



Play Words



Be Present (continued)

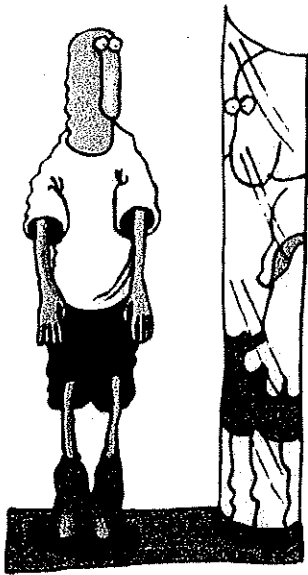
Put Your Mind to Work



Draw and Debrief Your Understanding of the Emotional Brain

Be Present

Non-verbally, show an emotion. Go all out with it, with facial expressions and body language. See if your partner can guess the emotion you are feeling. Try other emotions as well. Now, ask your partner to do the same thing. Be sure you are listening not only with your ears, but with all you have.



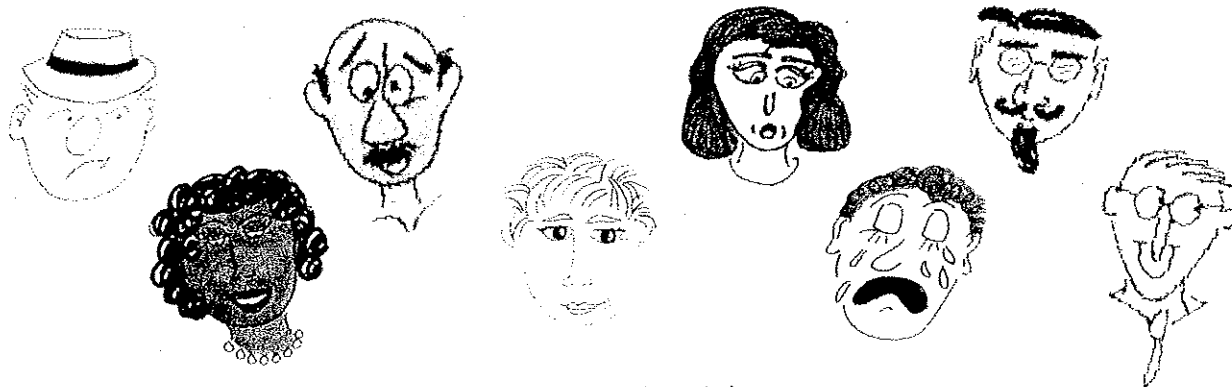
Reflections

Choose Your View!

"Choose your view" is the foundation of PEOPLE POWER. It's not whether to choose a positive view or a negative view, it's recognizing that it is your choice. As Stephen Covey says, "Choose to be proactive, not reactive." Perception is reality. Change your perception, and your reality is changed.

Being powerful is about choosing your view each day. It is about a deep accountability where each of us chooses, moment to moment, what kind of a day we will have and what kind of a work place we can create. It takes no more effort to choose a positive view, and it is a lot more enjoyable. PEOPLE POWER is built around accountability.

Many people want trust to be established, but trust and trustworthiness are not easily achieved. They can only come about when we live a life centered on the values which we hold dear--values like respect, accountability, excellence, joy, mirth, passion, contribution, and teamwork--the ingredients of integrity. This integrity is the foundation of trust. How did you start your day? What state of mind did you choose?



Choose Your View

Tell your partner that you are going to present him/her with several pleasant situations. It's his/her job each time to find a way to be critical after you give them these situations. Use situations like, "Honey, I received that promotion!" or "It's such a beautiful day." Now, discuss whether it would be possible to do the opposite...expound upon the silver lining in each situation.