



Building Strong Teams:

Strengthening Internal Staff Culture

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COMMUNITY CREDIT UNION



Gesa



Enter/ Do Not Enter

- Most important decision is who you let on your team
 - Focus on what you can control
 - Office, Tournaments, Sponsors, Miscellaneous
 - Work with what is out of your control
 - Board, School Personnel, Legislators, Media
- How do you decide who makes the cut
 - Interview
 - Selection process
- Interview process
 - Questions asked and style of interview
 - Who is in the room from your current staff?



Got Them; Now Love Them Up

- What are the most important actions you take
 - Onboarding
 - Mentoring
 - Formal and informal
- Learn who they really are
 - RIFF/PRINT, 1 on 1's
 - Provide opportunities to share ideas and concerns in multiple ways
 - Supervisory structure
 - Culture of office (open door policy)
 - Sign of trust



Culture: It is Always Present

- Loyalty vs Doing What is Right
 - Have hard conversations when necessary
 - Shows your actual love and that you care for them as individuals and as professionals
- Build intentionally
 - Common language with common understanding
 - Shared understanding of written and unwritten expectations
 - Takes time to build which we never feel we have
 - Many want a big “splash” with signs etc but does that take root and grow?
 - Must be verbal, written, visual and felt (and ongoing)
- Check-Ins
 - What do you want us to continue doing? What do you want us to start doing?
What do you want us to stop doing?



Culture: Where Do I Start

- Common language with common understanding
 - Review situations in staff and team meetings
 - Core Covenants
 - Passionate, Accountable, Innovative and Inclusive
 - How these are created is as important as what is done with them once agreed upon
 - Incorporate into everything
 - Hiring, annual reviews, onboarding, review of situations, etc
 - Honor and live them and identify when not meeting expectations
 - Office Agreements
 - Stay Engaged, Speak Your Truth Responsibly, Listen to Understand, Be Willing to Do Things Differently and Experience Discomfort, Expect & Accept Non-Closure, Confidentiality



Continual Improvement

- Book Studies

- Energy Bus, Good to Great, Crucial Conversations, Say Anything, Checklist Manifesto, and No Complaining Rule
 - Chosen intentionally
 - Staff led discussions
 - Challenge is onboarding new staff but culture helps with that
- Individual Professional Development
 - Let staff select
 - Staff have different short and long term needs and goals

- All Staff Stand Up Meetings

- Touch base, share work and personal happenings
- Scenario Cards shareout (What if . . .)



Food always plays

- Scheduled
 - Executive Board and Committee meetings
 - All staff included in lunch order
 - Outside meetings hosted in the office
 - Don't charge rent but if ordering food, order enough for entire staff
 - Seasonal Potluck
- Spontaneous
 - Donuts on a random Thursday
 - Order lunch in prior/after run of state championship events
 - Pizza Oven



Celebrate!!

- Each Other
 - Birthdays, births, accomplishments, awards
 - Don't worry about jealousy
 - Be fair and consistent but not necessarily equal
 - Competition is good if not Hunger Games
- Have Fun
 - Staff meetings with Trivia
 - Contests throughout the year
 - Outings – OSAA Hang Time, Adopt-a-Road, Settlemier's
- Others
 - Give staff the opportunity to celebrate others
 - Meets core covenants and feels good to honor those that help you





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