Community Building:
How to Maintain a Healthy Work-Place Environment

Presented by:

Karl E. Burgher, Ph.D., P.E.

Indiana State University - Terre Haute – IN
karl.burgher@indstate.edu – 812.237.8449

October - 2010

To know management, and project management is to know people, processes, & society.

Building a Healthy Community

The Workshop – Housekeeping – It's a Workshop (-:

- ▸ We need to chat back and forth …

- ▸ You need to think – about your experiences …

- ▸ I need to stay on task … (–: …

- ▸ Write down 5 things you believe right now,
  about building community, save these … Pause.

- ▸ Closing – we will examine those 5 things …

> **Management:**
> **It is hard & takes considerable effort …**
> **(all the time)**

Building a Healthy Community

What we will do here today … 5 parts …

- Leadership & Management …

- Setting the Stage … A Foundation of healthy and community behavior…

- De-Motivation … Motivation …

- Building a Team & Reducing Stress…

- Implementation, on the ground …

Management:
It is hard & takes considerable effort …
(all the time)

Building a Healthy Community

Where do we begin – the Foundation – Management & Leadership

▸ **What is Management ?**
- a.
- b.
- c.
- ……
- n.

▸ **What is Leadership ?**
- a.
- b.
- c.
- ……
- n.

**Management:
It is hard & takes considerable effort …
(all the time)**

Building a Healthy Community

Where do we begin – more about the Foundation

▸ **What does "Community" mean to you ?**

   To others – is this a culturally/gender sensitive question ?

   a.
   b.
   c.
   ……

▸ **What is good communication – drilling in?**

   To others – is this a culturally/gender sensitive question ?

   a.
   b.
   c.
   ……

> **Management:**
> **It is hard & takes considerable effort …**
> **(all the time)**

Building a Healthy Community

Where do we begin – the Foundation

‣ So … You see … we/you must … start here …

      KYP - Know your People
      KYC - Know your Culture
      KYP - Know your Product/Service/Purpose
      KYS - Know your "Self"
      KYC - Know your Client (and all of the above)

‣ The simple answer is not simple … old/young –
      liberal/conservative – Baby Boom/Gen X/Millennial …

How to proceed?

Management:
It is hard & takes considerable effort …
(all the time)

Building a Healthy Community

The Fundamentals (more foundation) for All …

- Honesty …

- Empathy … (Be a good human being)

- Loyalty … (Protect your People, They will Protect you)

- Trust Building (i.e. do what you say you are going to do)

- Integrity (Honor in Practice) …

- Ethical Clarity … (know your ethics and make sure your group/community knows their ethics before you need them)

- Compassion … (care for one another …)

- Respect … (in disagreement – argue without anger)

Management:
It is hard & takes considerable effort …
(all the time)

Building a Healthy Community

▸ Let us turn it around and look at how destructive it all can be …

De-Motivators … @ despair.com

▸ Disconfirmation … (3:05)

▸ Stories … (4:29)

▸ Employee Complaints … (4:09)

▸ Team Work Part 1 … (3:20)

▸ Team Work Part 2 … (9:10)

Management:
It is hard & takes considerable effort …
(all the time)

Building a Healthy Community

What not to do ...

▸ Be Reactive ... (act vs. react)

▸ Forget to Set Goals ... Leave people guessing ...

▸ All Tasks are Equally Important ...

▸ Think of Yourself First ...

▸ Give too Much Free Advice – Micromanage ...

▸ Foster an Environment of Isolation ...

▸ Remain Singularly Focused – Forget about Balance ...

Management:
It is hard & takes considerable effort ...
(all the time)

Building a Healthy Community

How to Build Community... Generally ...

▸ Balance Work-Life, Balance Experience-Intellect ...

▸ Be Humble ... Have and Practice Humility ...

▸ Be Objective – See the Big Picture ...

▸ Be Fair ... Fairness ...

▸ Build a Team ... Be a Coach ...

▸ Knowing "What" you do not "Know" ...

**Management:
It is hard & takes considerable effort ...
(all the time)**

Building a Healthy Community
Motivation on the Ground …

- ▸ Believe in your team' objective – in your team (people)

- ▸ Model the Behavior you want … (by Example right?)

- ▸ Keep a Positive Attitude … Choice ?

- ▸ Be Clear about the Goals (let all have input)

- ▸ Create a Mechanism for Feedback … Open Door (somewhat – define) …

**Management:
It is hard & takes considerable effort …
(all the time)**

Building a Healthy Community
Motivation on the Ground …

▸ Avoid mixed messages – be clear – beat it to death …

▸ Set expectations clearly …

▸ Criticize carefully – be constructive and upbeat …

▸ Correct in private …

▸ Praise in public …

▸ Believe in your team … (People will do amazing things if you let them …)

> **Management:**
> **It is hard & takes considerable effort …**
> **(all the time)**

Building the Loyal (and healthy) Team …

▸ **Frequently Take the Pulse of Your Team – MBWA**

▸ **Set High Expectations – Get out of the Way …**

▸ **Create great jobs – variety, ownership, friendship, balance …**

▸ **Create Careers – watch out for your folks careers …**

▸ **Avoid the Blame Environment – Not–my–Job …**

▸ **Optional Meetings – I just don't think so …??**

▸ **Acknowledgement and Praise …**

▸ **Explain the "Big Picture" to all employees … The greater good …**

Management: It is hard & takes considerable effort … (all the time)

Building a Healthy Community

A Note on Reducing Stress … (help others do this)

▸ **Understand Stress – Find the Source …**
   Internal Stress – External Stress – Work/Home

▸ **Vent – Sharing …**

▸ **Adjust your Reaction – Sure – It ain't your Golf Game …**

▸ **Communicate – Communicate – Communicate**

▸ **Exercise … Sleep Right … And, Eat Right ….**

▸ **Diversify your Finances &**
   Diversity your ability to sell your labor …

Management:
It is hard & takes considerable effort …
(all the time)

Building a Healthy Community
On the Ground – The little (big) things

▸ Go to Lunch (eat a lot) … Praise a lot (but only sincerely)

▸ Buy Donuts …

▸ Give folks a Friday off … Make them play …

▸ [Careful about buying Turkeys …]

▸ Come in Early – Stay Late … [15 minutes (–: …]

▸ Ask something personal first … Remember something personal!

▸ Care – Do not Patronize … Protect your Folks …

▸ Roll up your Sleeves – Move Boxes …

Management:
It is hard & takes considerable effort …
(all the time)

Building a Healthy Community

"You will forget these things"

It is a daily vigil …

However …

"You will be given many chances to learn"

Several Recommended Readings …

Books to Read	The Subjects to Master
1. The Paradox of Choice	Opportunity Cost
2. The World is Flat	E-Commerce
3. Getting to Yes	Negotiation
4. The Art of War Sun Tzu (Sawyer)	Strategy, Peace, and Compromise
5. The Book of Five Rings (Musashi)	Purpose
6. Brave New World	21nd Century ?
7. 1984 (Orwell)	Totalitarian Behavior (Control)
8. The Theory of the Leisure Class (Veblen)	Pricing & Marketing
9. The Theory of Price (Stigler)	Micro-Economics
10. The End of Economic Man (Drucker)	Totalitarian Behavior Control & Ego
11. The Art of Cross Examination	Strategy – Negotiation – Defense
12. The Fabric of Reality (Deautch at Oxford)	Fabric of Space – Multiverse (Innovative Thinking)
13. Einstein (By Einstein)	Relativity (Discipline)
14. The Elegant Universe (Greene)	String Theory (Boundaries)
15. Napoleon (Ludwig – 1926)	Strategy and Drive
16. An experimental design book.	Data and Statistics

How can we learn these things …

Some Recommended Viewing …

Movies to View	The Subjects to Master
1. 2001 A Space Odyssey	Survival – Technology
2. Groundhog Day (Bill Murray)	Change Management
3. Gattaca (1997– than Hawke)	Racism
4. Planet of the Apes (New or old Release)	Society & Arrogance
5. 8 Million Ways to Die (Jeff Bridges)	Alcoholism
6. The Boost (James Woods – Tough Movie)	Drive & Destruction (Not for the feint of heart)
7. Troy (Brad Pitt)	Leadership
8. The Matrix	True Mind – False Mind Conscious vs. Unconscious behavior
9. 13th Floor	True Mind – False Mind
10. A Beautiful Mind (Russell Crowe)	Managing Genius
11. Forest Gump (Tom Hanks)	Attitude
12. Field of Dreams (Kevin Costner)	Persistence – Start up Management
13. John Adams (PBS)	Commitment & Leadership
14. Wall Street (Michael Douglas)	Ethics
15. The Office (TV)	We know this is real ☺
16. Erin Brockovich	Environmental Justice, Segregation
17. Soylent Green (Heston–1973)	Resource Management
18. Gladiator (Crowe)	Politics, Power, & Insecurity
19. The Island (Ewan McGregor)	Ethics & Technology
20. The Truman Show	Control

How can we learn these things …

Building Community …

Remember: To know management and leadership and as such to be able to build a healthy community (internal & external) is to:

Know yourself, people, processes, & society.

The Technical Stuff is the Easy Part …

Give everyone, including yourself an opportunity to Succeed – keep perspective !

Discussion and …

5 Things you are going to do right now…

References:

BNET.Com
Blogs.BNET.com
MoneyWatch.com – @CBS
the TechRepublic.com
Karl Burgher's Readings
Other Web Readings …

Nothing is usually "Original" … there are plenty of guides – pick a good one and follow it … & have fun!