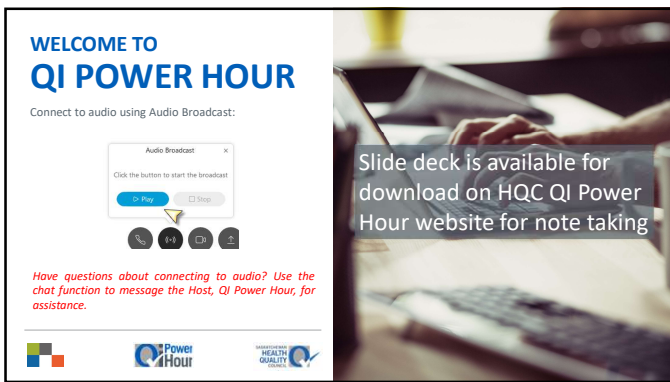




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3

HQC is situated on Treaty 6 Territory and the Traditional Land of the Dakota, Lakota and Nakota, and is the Homeland of the Métis.

We pay respect to the treaties that were made on this land and acknowledge the harms and mistakes of the past. We are committed to move forward in partnership with Indigenous Nations in the spirit of reconciliation and collaboration.

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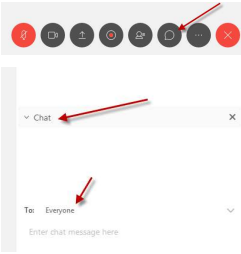


4


WEBEX TOOL: CHAT FUNCTION

CHAT FUNCTIONS:

- Share **questions, comments, and ideas**
- Click on the message bubble icon to access the chat
- Send to **All Participants**






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5


ACCESS PAST QI POWER HOUR SESSIONS

Past QI Power Hour webinars (with download links)

<p>Working Privately Series: The Basics (QI Power Hour Webinar)</p> <p>Mar 23, 2020 at 3:00 PM</p>  <p>THE BASICS</p> <p>How do you get started with Power Hour? How do you find your own Power Hour? How do you find your own Power Hour?</p> <p>Download</p>	<p>Providing social inclusion through experience based design & co-creation, Your Justice (QI Power Hour)</p> <p>Feb 27, 2020 at 2:00 PM</p>  <p>THE BASICS</p> <p>How do you get started with Power Hour? How do you find your own Power Hour? How do you find your own Power Hour?</p> <p>Download</p>	<p>Research in Reconciliation (QI Power Hour)</p> <p>Jan 31, 2020 at 3:00 AM</p>  <p>THE BASICS</p> <p>How do you get started with Power Hour? How do you find your own Power Hour? How do you find your own Power Hour?</p> <p>Download</p>
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[Visit our website to view past sessions!](#)

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6

THANKS FOR BEING A PART OF OUR COMMUNITY: SK

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7

THANKS FOR BEING A PART OF OUR COMMUNITY: CANADA

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8

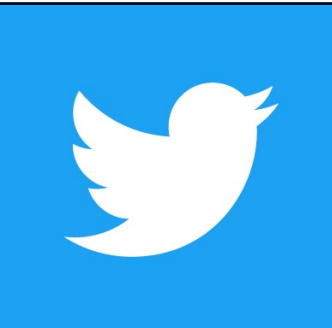
THANKS FOR BEING A PART OF OUR COMMUNITY: WORLDWIDE

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9

JOIN THE CONVERSATION!

@QIPowerHour
@HQCSask
@Chelsea_Lee_S
#QIPowerHour



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10



QIPower Hour


WORKING REMOTELY SERIES
**BUILDING TRUST WITH TEAMS
IN A VIRTUAL ENVIRONMENT**

With CHELSEA SCHWARTZ

11

Today's plan:

What makes a team high-performing?	What factors influence trust?	How can I build trust with my team?
------------------------------------	-------------------------------	-------------------------------------



12

What makes a team high-performing?

13

Think about the best team you've ever worked on...

14

Add your answer in the Chat!

What was it about this experience that made it exceptional?


15

Collaboration is here to stay

Collaboration has increased by 50% or more in the past 20 years

Source: Collaborative Overload, Rob Cross, Reb Rebele & Adam Grant; Jan/Feb 2016, HBR: <https://hbr.org/2016/01/collaborative-overload>

16



Not all collaboration is created equally...

...So what makes the "perfect team"?

17

The New York Times Magazine

THE WORK ISSUE

What Google Learned From Its Quest to Build the Perfect Team

New research reveals surprising truths about why some work groups thrive and others falter.



Source: <https://www.nytimes.com/2016/02/28/magazine/what-google-learned-from-its-quest-to-build-the-perfect-team.html>

Power Hour

18

5 characteristics of high performing teams

- 5 Impact**
Team members see how their work contributes to organizational goals.
- 4 Meaning**
Everyone has a sense of purpose in their work.
- 3 Structure & Clarity**
Team members have clear roles, plans and goals.
- 2 Dependability**
Everyone completes quality work, on time.

19

1

Psychological Safety

Team members feel safe to take risks and be vulnerable in front of each other.

Source: Google found the most successful teams share these 5 traits. Eds. Kaplan, CNBC Make It, 2019. <https://www.cnbc.com/2019/07/22/the-5-traits-of-the-most-successful-teams-according-to-google.html>

20

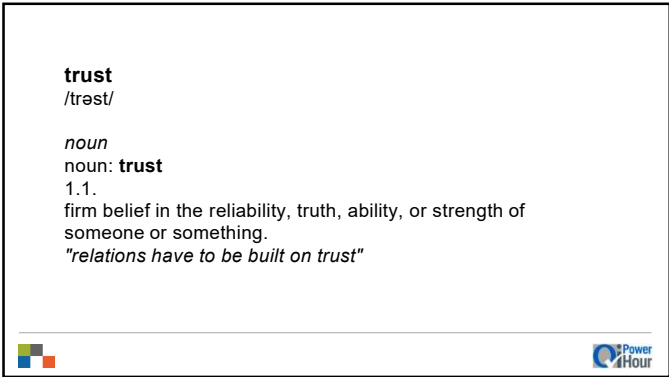
In high-trust environments, employees:

- Have increased productivity
- Have more energy at work
- Collaborate better with colleagues
- Stay with employers longer

21



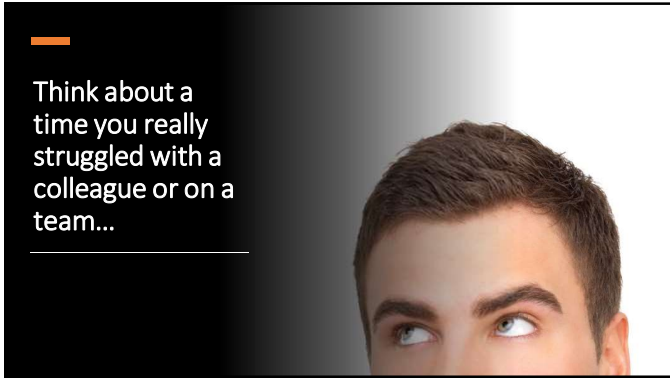
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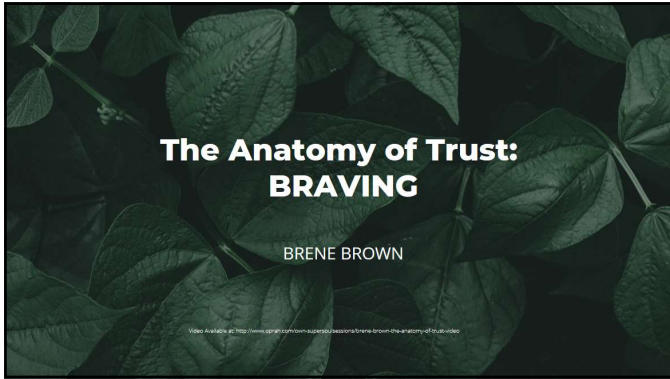
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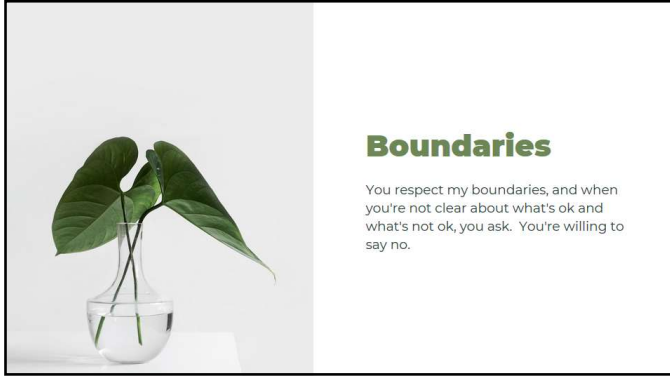
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25




26




27

Reliability

You do what you say you'll do. At work, this means staying aware of your competencies and limitations so you don't overpromise and are able to deliver on commitments and balance competing priorities.




28



Accountability

You own your mistakes, apologize, and make amends.


29



Vault

You don't share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you're not sharing with me any information about other people that should be confidential.

30



Integrity

You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practice your values rather than simply professing them.


31

Non-Judgement

I can ask for what I need, and you can ask for what you need. We can talk about how we feel without judgement.



32



Generosity

You extend the most generous interpretation possible to the intentions, words and actions of others.

33

Add your answer in the Chat!

Which of these elements was missing or needed to be strengthened?

34

TRANSPARENCY IS THE CURRENCY OF

trust.

Richard Delaney, Delaney & Associates

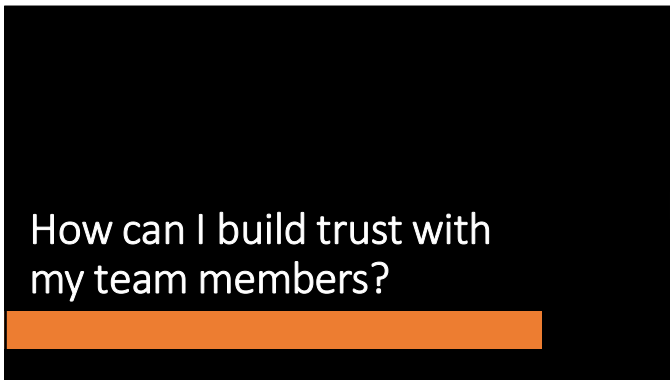
35

HIGH TRUST
environments

36



37



38



39

HOW TO WORK WITH ME

How to Work with Me

An operating manual for working with:

<p style="font-size: 8px;">What qualities do you particularly value in people who work with you?</p> <div style="text-align: center; color: #3498db;">❤️</div>	
<p style="font-size: 8px;">How can people earn an extra gold star with you?</p> <div style="text-align: center; color: #27ae60;">🎯</div>	
<p style="font-size: 8px;">What drives you nuts?</p> <div style="text-align: center; color: #9b59b6;">👎</div>	

Adapted from <https://www.coderoachlabs.com/blog/how-to-work-with-me/>

40

”

IT'S AN ACCUMULATION OF TINY, NUANCED INSIGHTS LIKE THESE THAT MAKE INTERACTING WITH MY COLLEAGUES AND WORKING IN THE OFFICE MORE DYNAMIC AND COMFORTABLE.

“

KUAN LUO

Source: <https://www.coderoachlabs.com/blog/how-to-work-with-me/>

41

HOW TO USE HOW TO WORK WITH ME

THREE SMALL TIPS TO HELP YOU TO GET NEW TEAMS UP TO SPEED WITH WORKING WITH EACH OTHER, QUICKLY.

- ✔️

SHARE YOUR LIST WITH OTHERS
- ✔️

REVISE YOUR LIST WITH NEW INSIGHTS
- ✔️

INVITE OTHERS TO CONTRIBUTE TO YOUR LIST

42



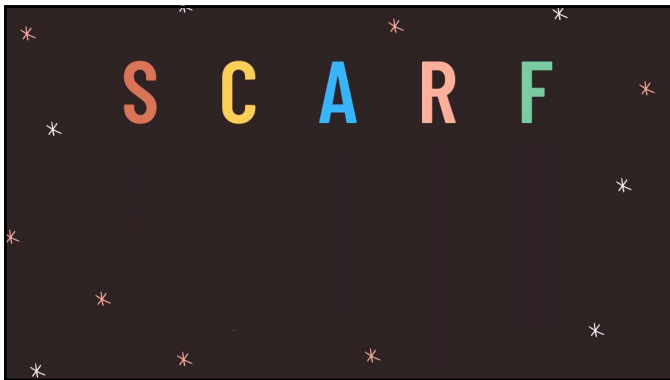
The SCARF® Assessment

Your SCARF results can help you:

- Understand your own reactions and those of others
- Better regulate your emotions
- Better communicate your needs to others
- Make choices more suited to your own preferences

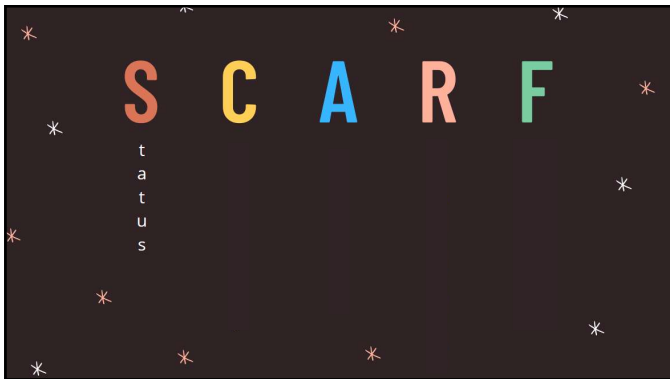
Available at: <https://neuroleadership.com/research/tools/nli-scarf-assessment/>

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S C A R F

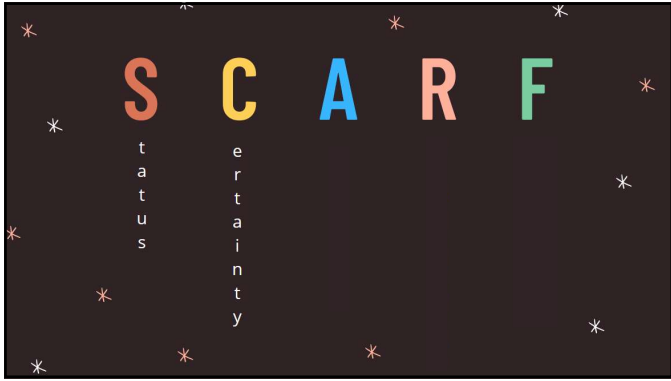
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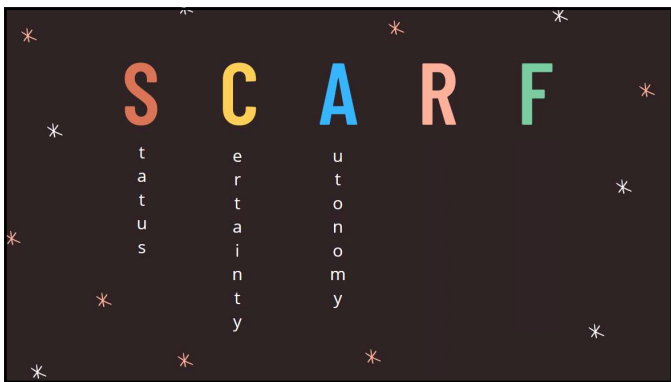
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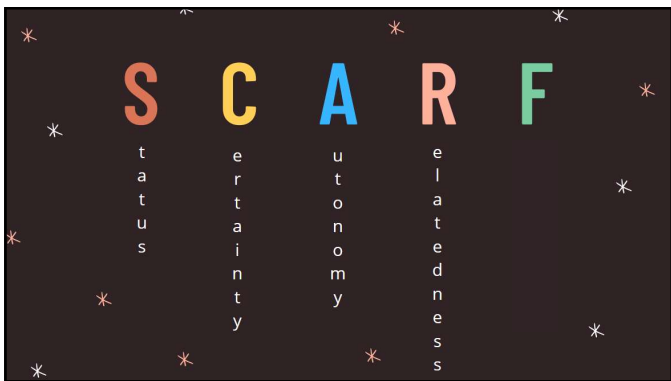
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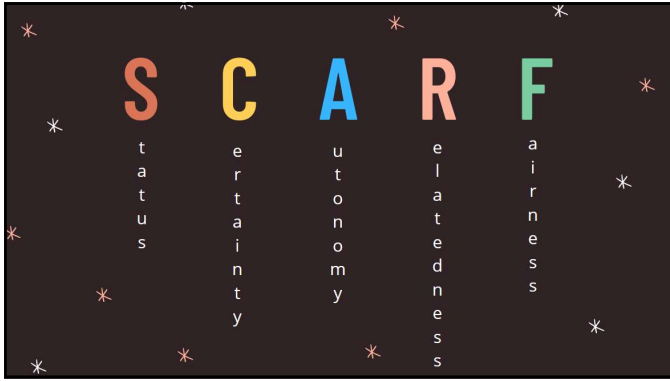
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49

For example:

Certainty: 42.9%
 If certainty is your biggest driver, you like things planned well in advance and you don't like last minute changes. You have a natural affinity with systems and processes. You are a list person and often find yourself the organizer in social and work situations.

With certainty as your biggest driver, be aware that you may naturally limit yourself from doing new (and therefore uncertain) things, even those that could be good for you, like learning new tasks or travelling. You may also react very strongly when people leave things to the last minute or constantly change their mind. Remember they are not doing this just to annoy you!

To feel more reward and less threat with certainty as your key driver involves asking questions to make sure you are clear on expectations. Don't wait for others to come to you.



50

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51

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52

Think about a time you experienced conflict with a coworker...



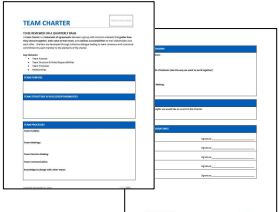
53

Add your answer in the Chat!

Which of these domains did you feel was threatened or challenged?

54

Team Charter



Helps teams clarify:

- Goals
- Roles
- Processes
- Values

55

Team Charter

Check out our Blog on developing team charters, at: <https://bit.ly/HQCTeamCharter>

HQCTeamCharter
HQC blog


Charting a course for team success: the team charter

By Chelsea Schwartzs
Posted on Mar 23 2020 | 4k 400 views

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56



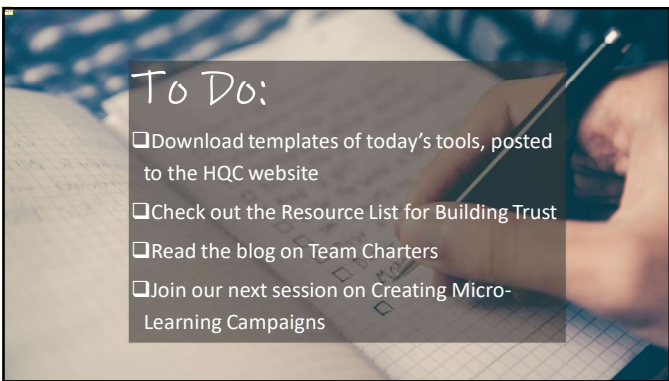
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58



59




60

SC(1) Shari do you want to summarize any take-aways here?

Schwartz, Chelsea (HQC), 05/05/2020

Working Remotely Series: Building trust with teams in a virtual environment (QI Power Hour)

May 22, 2020 at 9:30 am



WORKING REMOTELY SERIES:
BUILDING TRUST WITH TEAMS IN A VIRTUAL ENVIRONMENT
Friday, May 22 @ 9:30am CST

How are you building trust with your teams in a virtual environment? This fast-paced, interactive session will explore the challenges of building trust in a virtual environment, and how you can overcome them. Join us for this special QI Power Hour.

Agenda:

- Introduction to the QI Power Hour Series
- Building Trust with Teams in a Virtual Environment
- Q&A with Shari Furniss

Presented by Shari Furniss
@sharifurniss

More links

Power Hour

Find the Resource List, and link to the blog, here!

61

NEXT UP...


WORKING REMOTELY SERIES:
QUICK STUDY: CREATING MICRO-LEARNING CAMPAIGNS

With SHARI FURNISS

FRIDAY, MAY 29, 2020

9:30-10:30 am CST

To learn more and to register, [visit our HQC website](#)



Power Hour

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POST-WEBINAR SURVEY

In the spirit of quality improvement, we will be sending out a survey after the webinar.

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Power Hour

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