



"You're not so bad after I get to know you."

Patterning the behaviors
And experiencing the social
Skills required for groups
To be effective and efficient
At accomplishing tasks.



The kitchen is the metaphor for our daily work environment ...



and the meal our results.

Social Skills

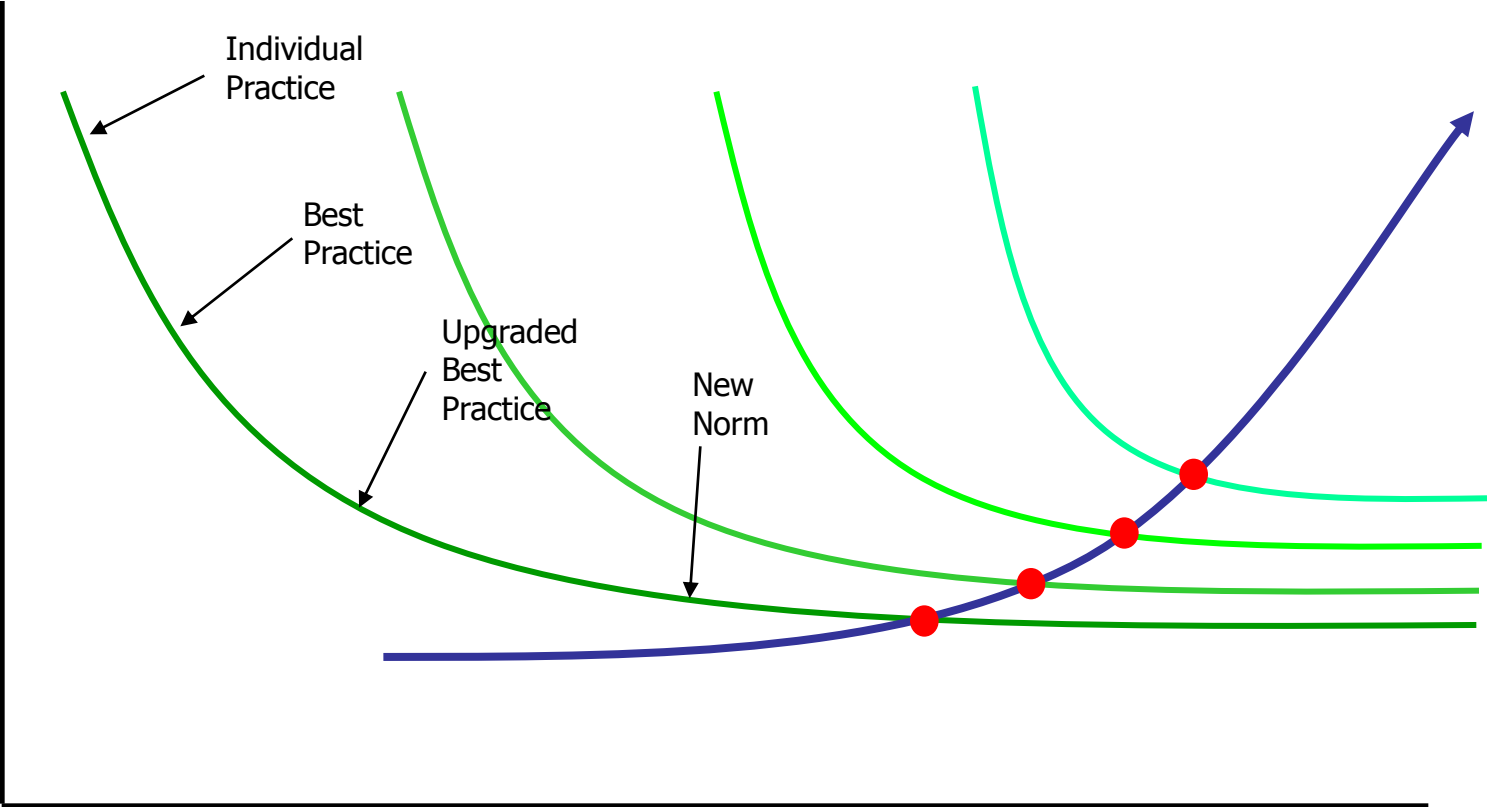


- **USING NAMES AND MAKING FRIENDS**
- **ENCOURAGING OTHERS**
- **ASKING FOR HELP AND HELPING OTHERS**
- **CELEBRATING SUCCESS**
- **PARTICIPATING EQUALLY / SHARING TASKS**
- **SHARING MATERIALS**
- **STAYING ON TASK / FOLLOWING DIRECTIONS**
- **PATIENT WAITING AND SELF CONTROL**
- **COMMUNICATING CLEARLY**
- **RESOLVING CONFLICTS**

The Social Skills of World-Class Businesses

- Distributed decisions
- Teaming
- Self & group improvement
- Open information
- Personal accountability
- Learning as an organization

Learning Organizations Achieve Continuously Improving Results with Greater Ease Over Time



Team Pasta

Subversive conversations are no more

New insights... "You're not so bad after all."

Everyone working in the kitchen, participating and sharing in a common goal

Leave outside the kitchen...
Status, pre-conceived notions about each other, "not me"

Everyone cooks, everyone is involved, everyone is accountable

People who desire improvements in their group's performance

- * Free to establish new dialogues
- * Free to break through boundaries
- * Free to be social
- * Free to succeed as a group

Variations of Team

- Team
 - Group with common purpose
 - Defined roles relative to the purpose
 - Defined relationship to each other
- Teaming
 - Coming together to solve something
 - Collaboration to accomplish a task
 - Common “language” and problem solving processes
- Teamwork
 - Interpersonal
 - Effectiveness and efficiency of how people execute the task
 - Subordination of personal prominence



Social Principles

Decisions: To speed-up the daily decisions impacting material flow in a way that allows the people who do the work to manage issues and improvements required to flow the work.

Teaming: Groups of people coming together along the material flow focused on the product and delivering customer requirements in a way that they are flexible and fluid and can adapt to changes in the work.

Effort: People focus their energy on continuously improving material flow in a way that begins with self-improvement.

Pay and Progression: To pay people for skills applied to effectively carry out the work and to operate, maintain and improve both information flow and material flow.

Information: To have all information required for the daily flow of material available to the people who do the daily work in a way that point-of-use data gathering and open sharing of business needs and plans is embraced.

Team Performance: Groups of people accountable for delivering agreed results in a way that they can make quick and accurate decisions, have the freedom to act, are united in purpose and directed by shared convictions.

Discipline: To have people hold themselves accountable to one another in carrying out their responsibilities at the right time on the right things.



*It's Time for
Team Pasta!*

