



The ABC's of Building Cross-Functional Teams:

When Change Happens in Emergency Management

What you need to know...(Housekeeping)

- Restrooms...check the map.
- Silence your phones, please.
- Training Schedule
 - 1:30-3:00 pm Building Cross-Functional Teams
 - 3:00-3:30 pm 30-minute Break
 - 3:30-5:00 pm Case Study Panel

Instructors

- *Eve Rainey, FPEM*
 - *Florida Emergency Preparedness Association*
 - *Executive Director*
 - *Fun fact: Has never owned a wheelbarrow.*
- *Celeste Fournier, FPEM*
 - *Lee County Emergency Management/FEPA Healthcare Working Group*
 - *EM Coordinator/HWG Chair*
 - *Fun fact: Beekeeper*

Help us get to know you ...

- Name
- Organization
- Position
- Fun Fact (can pass)

We want to know....

- Get out your phone, tablet, iPad, or laptop
- Open your browser
- Type in this URL
 - PollEv.com/celestefourn263



Course Outline & Objectives

By the end of this training you should be able to:

- *Business Case for Change*
 - *Identify when a cross-functional team would be appropriate*
- *Begin at the End*
 - *Establish goals, timeline, and what success means.*
- *Engagement*
 - *Determine who should be on the team, how you will manage the collaboration, and find common ground.*

Course Outline & Objectives cont'd

- *Balancing the Voice of the Team*
 - *Determine who is the best person to lead the team, how to manage contributions, conflicts, and curmudgeons.*
- *Closure & Continuation*
 - *Provide a final product/service, acknowledge the team, maintain contact and engagement, continue maintenance, and provide updates.*



Business Case for Change



Visions without actions are hallucinations.

-anonymous

Business Case for Change

- *Organizational change*
 - *Formal or informal*
 - *Programmatic*
 - *Accreditation*
- *Event/incident*
 - *Gap analysis*
- *Rules, regulations, policy, audits, and laws*
 - *Result of event/incident*
 - *Organizational change*



Begin at the End



Don't start vast projects with half-vast ideas.

-anonymous

Begin at the End

- *What is the goal?*
 - *Service*
 - *Product*
 - *Plan*
 - *Enhanced capability*
 - *Other*
 - *Does it support your strategic plan/organization mission?*

Begin at the End

- *What is the deadline?*
 - *Wishful vs. Realistic*
 - *Obstacles*
 - *Delays*
 - *Budgets*
 - *Technology*
 - *Black Swans*
- *What does success look like?*
 - *What are you providing to your customer?*



Engagement



The gap between enthusiasm and indifference is filled with failures.

-anonymous

Engagement

- *Agencies, organizations, and departments*
 - *Who is impacted?*
 - *Who is your frenemy?*
 - *Who is missing?*
 - *Start small and grow.*

Engagement

- *Collaboration*
 - *Tools*
 - *Techniques*
 - *Technology*
 - *Timing*
 - *Tracking*
 - *Persistence*

Engagement

- *Changing perspectives and finding common ground*
 - *Personal*
 - *Professional*
 - *Relate to strategic plan/organization mission goals and objectives*
 - *Breaking down walls*
 - *Can we find a way to do it together?*



Balancing the Voice of the Team

We may not always see eye to eye, but we should walk hand in hand.

-anonymous

Balancing the Voice of the Team

- *Leadership*
 - *Voluntold v. Want to be there*
 - *Who's the best choice to lead the team?*
 - *Maintain balance and momentum*
- *Contribution*
 - *Encourage*
 - *Direct*
 - *Acknowledge*
 - *Document*

Balancing the Voice of the Team

- *Conflict*
 - *Common terminology, jargon, and acronyms*
 - *Tempering it*
 - *Diffusing it*
 - *Acknowledging it*
 - *Managing it*
 - *Appropriate v. Not Appropriate*

Balancing the Voice of the Team

- *Curmudgeons*
 - *Why are they like that?*
 - *Experience (aka they've been around awhile)*
 - *Engagement style*
 - *Personality*
 - *Do not isolate*
 - *Do not let them dominate*
 - *Do not dismiss them*
 - *Convert them*
 - *Give voice, but build towards solutions*
 - *Honeybees*



Closure & Continuation



The game isn't over till it's over.

-Yogi Berra

Closure & Continuation

- *Final product/service*
 - *Rollout*
 - *Evaluation*
 - *Training*
 - *Exercise*
- *Acknowledgement of team*
 - *Keep in mind that success breeds more work.*
 - *Involve the team in the rollout*
 - *Invite the team to functions related to implementation*

Closure & Continuation

- *Maintaining contact/engagement*
 - *No longer a formalized group*
 - *Still stakeholders*
 - *Can reform at any point*
- *Maintenance & Updates*
 - *Determine how updates will be made*
 - *Determine who will make any updates*
 - *Determine who and how updates will be supplied to stakeholders*
 - *Determine if there will be quarterly or annual check-ins*

Questions/Comments

- *Share experiences using teams for collaborative solutions.*
 - *Positive/negative?*
- *Share experiences where you wish you had a team.*



Now how do you apply it?

Let's look at a case study....





Time for a break!

Please return by 3:30 pm





When change happens....

Using a cross-functional team to help with the Implementation of a statewide generator requirement for ALFs & Nursing Homes post-Hurricane Irma.



Picture it. Florida. 2014.

Cross-Functional Team Panel

- *Kim Smoak (via phone)*
 - *Agency for Health Care Administration (AHCA)*
 - *Bureau of Field Operations, Chief*
- *Jennifer Nagy, FPEM*
 - *Wakulla County Emergency Management, Director*
- *Celeste Fournier, FPEM*
 - *FEPA Healthcare Working Group, Chair*
- *Eve Rainey, FPEM*
 - *FEPA, Executive Director*

Place Holder for Panel's Slides

- 😊



Thank you for your time!

Contact us for more information at:

ERainey@fepa.org (850) 274-1835

CFournier@leegov.com (239) 533-0694