

# Chat from Keynote Address on Managing Teams from Gerri King

Democracy in Action Conference, April 4, 2020, 9 -10 am

08:59:23 From diane kolifraith : Good morning all

08:59:33 From Stan Freeda : Hi folks. Welcome from Farmington!

09:00:48 From William Ploog : I donâ€™t have sound, am I muted?

09:01:01 From Laura Lynch : good morning everyone

09:01:51 From Bev Cotton : howdy

09:02:45 From

09:04:27 From Stan Freeda : Yeah, Open Democracy team! You're awesome!

09:06:17 From Katherine : I see you are recording so I hope you do a replay as my internet is going in and out. Thanks for doing this

09:07:55 From Kyri Claflin : Hi Gerri! So good to see you.

09:15:00 From Steve Scudder : She's a Yankees fan...â€|â€|.

09:15:55 From Stan Freeda : Handouts are here:[https://www.opendemocracynh.org/dia\\_2020\\_handouts](https://www.opendemocracynh.org/dia_2020_handouts)

09:16:38 From Stan Freeda : [https://www.opendemocracynh.org/dia\\_2020\\_handouts](https://www.opendemocracynh.org/dia_2020_handouts)

09:18:15 From Billy Johnson : whoâ€™s a Yankees fan? Iâ€™m a Mets fan

09:19:04 From Billy Johnson : I could never work in a group with a Yankees fan! ðŸ˜,

09:20:04 From Kate Coon : Iâ€™m thinking about ALL my groups right now. Wow. and itâ€™s only been about 10 minutes. Fantastic. Im an eldest of 5.

09:28:14 From William Ploog : The issue I notice in volunteer groups is not conflict or interpersonal challenges, but maintaining focus and commitment

09:29:14 From Doreen Desmarais to Olivia Zink(Privately) : yes

09:29:34 From Doreen Desmarais to Olivia Zink(Privately) : she can unmute herself too

09:30:24 From Linda Rhodes : Many start-ups reward failure so people will take more risks

09:30:32 From Linda Rhodes : and be more creative.

09:32:47 From Brian Beihl : Please type your questions for Gerry here, and post them for Everyone.

09:33:02 From Kyri Claflin : Thanks so much, Gerri. This is so enlightening

09:34:45 From Billy Johnson : ever since I heard you on NHPR talk about no talking about someone, talk to them, I havenâ€™t been successful at not gossiping, but I have been aware every time I do it and realize this the wrong way

09:35:11 From Stan Freeda : I realize that meeting only in written form (your comments about email and text) really means a one dimensional feedback system. Face to face offers multidimensional feedback. Do you have any suggestions about meeting norms in a text email environment that might help solve misconceptions about message and meaning?

09:35:38 From Billy Johnson : and thought about how I should handle it instead

09:36:47 From Louise Spencer : I find itâ€™s important to help the group understand the diversity of stylesâ€¦

09:38:27 From Linda Rhodes : ASK: Are there times when even if you do all the things you suggest a specific person just creates conflict and has to leave for the team to become functional.

09:40:56 From Kyri Claflin : Olivia, what a good idea to go ahead with this forum in the virtual. Perfect way to spend a Saturday morning in â€œlockdown.â€¸

09:42:10 From Steve Scudder : Re: Linda Rhodes question...â€¦I strongly believe in "firing" volunteers if their actions are disruptive to the organization's mission

09:42:12 From Laura Lynch : It sounds like my communication with husband at times

09:44:42 From Stan Freeda : I think the main difference really is that at work you may or may not really want to be there. In a volunteer organization, hopefully, you really want to be there.

09:44:52 From Kyri Claflin : Yes, Gerri. 100% correct about applying these principles and techniques to volunteer groups.

09:45:00 From Louise Spencer : I agree

09:45:01 From Stan Freeda : But I do believe the group dynamics are the same.

09:45:42 From Ellin Leonard : I believe that it should be expected that one would put the same effort as you would with work...

09:46:34 From Ellin Leonard : agree with Bev Cotton

09:46:47 From Linda Rhodes : Ellie - I wish that were possible, but many people just canâ€™t make that type of commitment - you have to meet people where they are and help them find something meaningful to do that meets their capacity

09:46:57 From Linda Rhodes : and stay involved

09:46:59 From JoEllen Cuff : Is it helpful to have a social time, half-hour or so before the meeting to break the ice?

09:47:17 From Liz Tentarelli : With groups of volunteers, often people (even those on a board) say "I'd like to help" but don't want to take a lead role, even on a small part of the project. Hard to get things done that way; the burden falls on the one or very few. That creates conflict with the leaders and those who don't want to lead. How does the group deal with those who don't choose to carry their weight?

09:47:50 From Linda Rhodes : Good question Liz

09:49:24 From Laura Lynch : I feel the more I work with the same people the more I know who is going to do what or who is best at what.

09:50:29 From Doreen Desmarais : Just a reminder to everyone that the recording will be available for viewing. The typed chat file with the questions can also be sent to anyone who requests it.

09:50:58 From Stan Freeda : I love using a style indicator to take a look at who is in the group in terms of style preferences. I used to do it with my students when I taught.

09:55:23 From Billy Johnson : this was the key for me to be able to organize the Stop the Wall last year when I felt totally incompetent. Nancy Glynn and Melissa Hinebauch helped me assemble an organizing committee

09:56:14 From jameshoward : Thinking about our OD Regional Team meetings experience to date. Of course, weather has an effect on attendance as well as travel. What is the thought around using zoom to conduct regular zoom -based Regional Team meeting with a partially formatted number of agenda items if possible, updates on legislation and ongoing projects from OD admins ( board participation at times). Also a regular Quarterly, or as needed zoom-based,meeting?

09:56:17 From Billy Johnson : this was an example of finding co-leaders

10:00:20 From Stan Freeda : Thank you. That was awesome.

10:00:22 From Jean Lightfoot : Very interesting. Thank you, Gerri.

10:01:49 From Dana Dahl : Thank you Gerri - while I've gone to several training sessions on human behavior I especially appreciated your updates to the impact of social media deficits!

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