

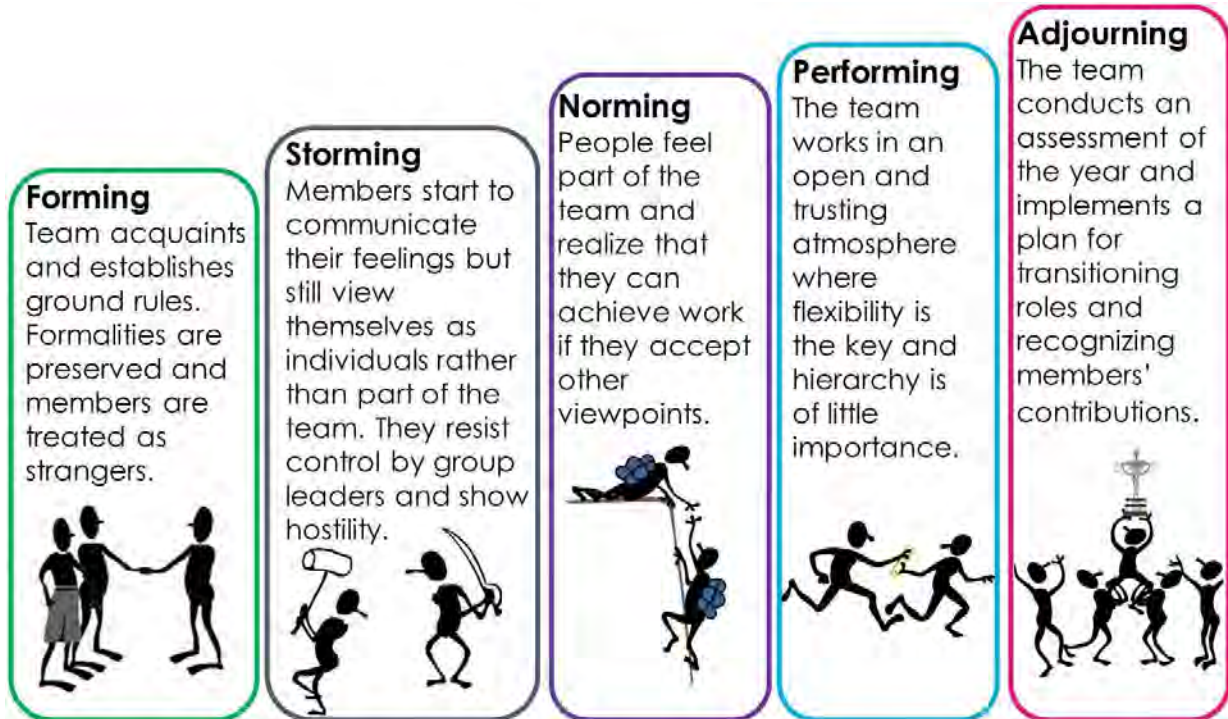
Rebooting a Dysfunctional Team

Society of American Florists – September 20, 2019

Causes of a Dysfunctional Team

- Lack of 2-Way Communication
- Hiring, Comparison
- Lack of Leadership
- Lack of Positive Work Culture

The Phases of the Team



Characteristics of a Dysfunctional Team

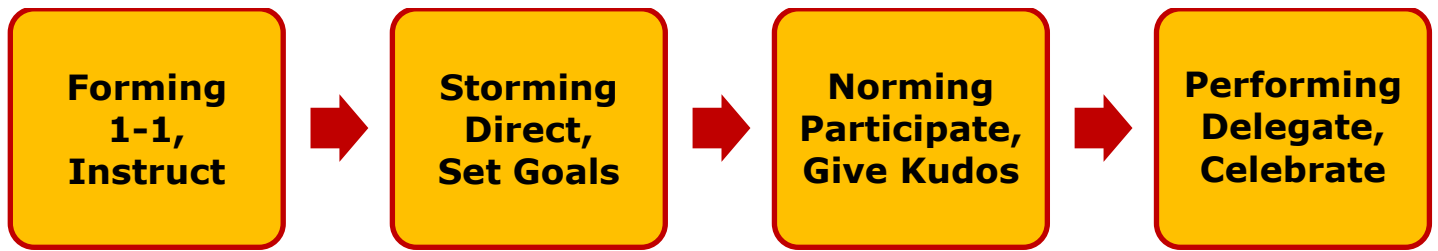


The Shadow of the Leader



The leader of any team will cast a "shadow" across the team. It will be composed of who the leader is, what they believe, and what they tolerate.

Role of the Leader



What is your leadership shadow?

Accidental Culture evolves over time based on;

- *Response to ideas or errors,*
- *Interactions between customers/employee.*
- *Not walking the talk.*

Intentional culture is transformative and is based on ;

- The value of diversity,
- How failures are managed,
- What behaviors are rewarded.

What aspects of your culture are accidental vs. intentional?

Case Study



ABOUT YOUR SPEAKER

Glenna Hecht, SPHR-Senior Professional in Human Resources, founded Humanistic Consulting in 2010 after a 30-year career leading HR/Training functions for world renowned brands. Humanistic Consulting provides outsourced human resource and training solutions to all facets of the floral industry. Glenna is most noted for her energy, passion, expertise, and connection with the audience. To learn more about her services and get the monthly "What the Hecht" blog, go to: glenna@glennahecht.com 855-4HR-4111