

## EXERCISE

Before reading on, try this self-diagnosis. It is most effective if you do this with your team—they will provide real feedback. You can offer to make the survey anonymous. Feel free to tailor the questionnaire to fit your team.

1. Hold a team meeting. Ask each team member to fill out the following questionnaire:

PART A	Never	Sometimes	Often	Always
When I do something that upsets my teammate/coach, they come and talk to me in person about it within 24 hours.				
I share the same three goals as my teammates/coach for our season.				
My team manages conflict quickly when it comes up.				
Every person on my team understands their role, and this is aligned with how others see their role.				
My team has regular meetings to discuss what is working well and what needs work.				
I respect the work of every one of my teammates.				
When I don't understand a decision, I am comfortable seeking clarification.				

PART B	Never	Sometimes	Often	Always
My team has cliques that impact how cohesive we are as a team.				
My team uses texting and group chat to address problems.				
When conflict comes up, talking about it directly is avoided.				
I believe that people on my team talk about me and other team members behind our backs.				
I believe decisions are made that are not in the best interest of the team.				
I am afraid to seek clarification on decisions that are made concerning my team.				

2. Assess the answers from your team according to the following metric to determine what stage your team is currently at. Find and complete this exercise in your workbook, or complete it in a notebook.

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## **FORMING**

The majority of the answers for PART A and PART B are in the “Sometimes” category. This is when teams are inconsistent in their conflict management and trust is still being built. Strong teams recognize when they are in this stage and use this time to develop.

## **STORMING**

The majority of answers for PART A are in the “Never” category. The majority of answers for PART B are in the “Often” or “Always” categories. This is an important phase to pay attention to. Relationships may be strained, with conflict surfacing. Here, you have an opportunity for intervention and taking the first step toward converting conflict to cohesion. Watch closely during this phase. You will miss a golden growth opportunity if conflict is missed or ignored.

## **NORMING**

The majority of answers for PART A are in the “Often” category. The majority of answers for PART B are in the “Sometimes” category. This is when teams who accept and anticipate conflict are able to manage it by having conversations that result in trust slowly being built. Issues are named and discussed. Conflict is acknowledged.

## **PERFORMING**

The majority of answers for PART A are in the “Always” category. The majority of answers for PART B are in the “Never” category. Teams who reach this stage do not fear or avoid conflict. They know that, although things may get unpleasant, they will be able to work through them. They are aligned on their team goals. Team members are able to join and leave smoothly.

If your team’s answers do not fit neatly into any of the above baskets of this metric (sometimes this happens), based on what you have just learned about the different stages, what stage do you intuit your team is at?

If you need help with this, you can go back and reread the description of the four stages, or contact me for assistance: [www.nowwhatfacilitation.com](http://www.nowwhatfacilitation.com).

**STAGE MY TEAM IS AT:** \_\_\_\_\_

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## **NADIA KYBA PRESIDENT OF NOW WHAT FACILITATION**

Over the last 18 months, I've interviewed countless athletes and coaches, and gained insights on how they've built strong teams and managed conflict successfully. Armed with their wisdom, I've applied, tried and tested social work principles, which has been fundamental to developing the Conflict to Cohesion Framework (CtC).

My wish for your team is to utilize the framework within this document to set your team up for success this season! We've seen far too many teams struggle during game time because they haven't taken the steps to equip themselves for conflict – and they should because it's to be expected when the stakes are high!



## **NEED SUPPORT? WE CAN HELP!**

You've got a million and one things to do to prep for the season and you've got every intention of taking all of the steps to proactively set-up your team... but you just don't have the time, energy or support to do so.

If this sounds like you, don't worry. We get it and we're also here to help! Contact us to chat about Meeting Facilitation, Conflict Workshops and Conflict Consultations.

## **CONTACT US**

Phone: 604-788-3547

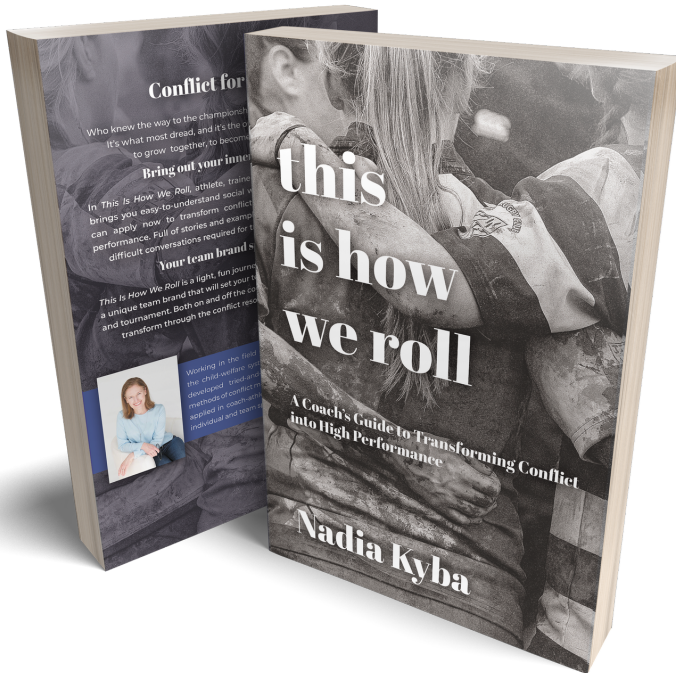
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## THIS IS HOW WE ROLL

A COACH'S GUIDE TO TRANSFORMING CONFLICT INTO A HIGH PERFORMING TEAM



Who knew the way to the championship was moving through conflict? It's what most dread, and it's the only way for teams to make it, to grow together, to become stronger—and to win.

In *This Is How We Roll*, I bring you easy-to-understand social work concepts and tools that you can apply now to transform conflict on your team to growth and performance. Full of stories and examples, this is your guide to the often difficult conversations required for true, lasting conflict resolution.

*This Is How We Roll* is a light, fun journey through the process of creating a unique team brand that will set your team apart in every practice, game and tournament. Both on and off the court, ice or field, witness your team transform through the conflict resolution method of champions.

Working in the field of alternate dispute resolution in the child-welfare system for 22 years, I have developed tried-and-tested techniques and unique methods of conflict management that can be effectively applied in coach-athlete-parent-trainer dynamics in all individual and team sports.

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## BONUS: YOUR WORKBOOK!

I've designed a special workbook for you to practice and apply all of the concepts, tools and methods you will learn throughout my book. It acts as a framework to guide your team through conflict to cohesion so that your team can thrive all season long! Here, you'll find everything you need to anticipate and prevent conflict, no matter where your season is at!



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