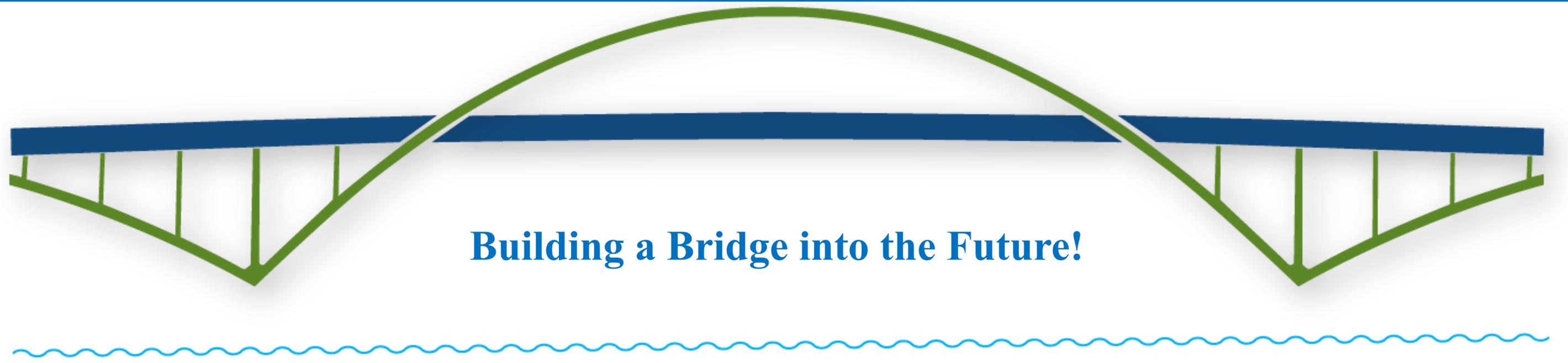


# WELCOME VIRTUAL LIONS TRAINING President Training - Module 2



**Building a Bridge into the Future!**



# District Training

- **Group Think Mitigation for Lions**
  - PCC Deb Weaverling
  - Lion Ron Weaverling



- **Building rapport in your community**
  - PDG Neal Nichols



- **Questions/Answers and Polls**



# Group Think Mitigation for Lions





# GOALS

- **INCREASE OUR CAPACITY TO THINK CRITICALLY**
- **AWARENESS OF PERSONAL BIASES**
- **RECOGNIZE YOUR OWN DECISION MAKING PROCESS**
- **EXPOSURE TO GROUP THINK MITIGATION TOOLS**



# **GROUP THINK MITIGATION GOALS**

- **HARNESS THE INTELLECTUAL POWER OF YOUR CLUB**
- **IMPROVED UNDERSTANDING BY ALL MEMBERS**
- **MORE OPTIONS GENERATED BY EVERYONE**
- **BETTER DECISIONS**
- **PROTECTION FROM OUR BIASES & TENDENCIES**



# FLAWED DECISION MAKING

- **MOST DECISIONS BASED UPON WHAT THE GROUP BELIEVES THE LEADER WANTS**
- **WHAT SENIOR PERSONNEL SUGGEST**
- **WHAT ALL BELIEVE TO BE TRUE ABOUT THE ORGANIZATION OR SITUATION**
- **THE WAY WE HAVE ALWAYS DONE IT**



**JAN 28, 1986**



# IRVING JANUS - GROUP THINK

**GROUP THINK IS A HUMAN PHENOMENON**

**He identified 3 major causes of poor group decisions**

- **HIERARCHY IN THE ROOM**
- **SENSE OF TEAM IDENTIFICATION LEADS TO SELF CENSORING**
- **RISK ASSOCIATED WITH THE DECISION LEADS TO SELF CENSORING**

**TOOLS TO COMBAT: CREATE TIME TO THINK, SMALL GROUP DISCUSSION & ANONYMITY**



# PATH TO BETTER DECISIONS

- **SELF REFLECTION TO AWARENESS**
- **CULTURAL EMPATHY**
- **GROUP THINK MITIGATION**
- **CRITICAL AND CREATIVE THINKING**

# SELF AWARENESS & REFLECTION



## IMPACT OF OUR PERSONAL VALUES & BELIEFS ON OUR THINKING AND DECISION MAKING

- **WHY DO I THINK THE WAY I DO (WHAT BELIEFS GUIDE AND MOTIVATE US)**
- **WHAT EVENTS SHAPED MY PERSPECTIVES**

## YOU CAN CULTIVATE: SELF AWARENESS

**RECOGNIZE THE IMPACT ON OUR PERCEPTION AND SOCIAL DYNAMICS**



# FOSTERING CULTURAL EMPATHY

- **WHY – TO GAIN PERSPECTIVE**
- **AWARENESS OF BEHAVIORS OF OTHER GROUPS AND INDIVIDUALS**
  - **WHY DO THEY THINK DIFFERENTLY?**
  - **WHAT SHAPED THEIR PERSPECTIVES**
    - **VALUE DIFFERENT THINGS**
    - **APPROACH ISSUES IN DIFFERENT WAYS**



# GROUP THINK MITIGATION

- **IDENTIFY AND PREVENT GROUP THINK**
- **IDENTIFY COGNITIVE BIASES AND EFFECT ON DECISION MAKING**
- **APPLY APPROPRIATE TOOLS**
- **CONSIDER INVOLVEMENT OF TEAM DYNAMICS & LEADERSHIP INFLUENCE**



# APPLIED CRITICAL THINKING

- **APPLY PROCESSES OF ACTIVE INQUIRY IN ORDER TO EXPOSE ASSUMPTIONS, MINDSETS, AND BIASES**
- **DEVELOP CAPACITY TO OPTIMIZE CREATIVE THINKING**
- **OVERCOME BARRIERS TO INNOVATION**



# **SOME G.T.M. TECHNIQUES**

➤ **WEIGHTED ANONYMITY/DOT VOTING**

➤ **YES, AND...**

➤ **THINK – WRITE - SHARE**

➤ **PREMORTEM ANALYSIS**

➤ **TEAM A/TEAM B ANALYSIS**



# **WEIGHTED ANONYMITY/DOT VOTING**

- **PROJECT TO BE ADDRESSED OR PROBLEM SOLVED**
- **SOLICIT ANONYMOUS FEEDBACK-----RECORD THEM**
- **VALUE ADDED: ENSURES ALL IDEAS ARE CONSIDERED**
  - **ALL CAN SEE AND LEVERAGE IDEAS**
  - **CAN REISSUE CARDS AND HAVE THEM RANK TOP THREE**
  - **OR USE POST IT NOTES OR STICKY DOTS TO VOTE ON WHITEBOARD**



# YES, AND...

- **VERSUS YES, BUT.....RECEIVED AS A SIGNAL SHUTDOWN**
- **SMALL GROUP IDEA GENERATION---4 IN A CLOSE CIRCLE**
- **EVERY PARTICIPANT SHARES AN IDEA**
  - **IN TURN – EVERY PARTICIPANT BUILDS ON THAT ONE IDEA**
  - **EACH TAKE A TURN -----RECORDER CAPTURES**
  - **VALUE ADDED: ENCOURAGES ACTIVE LISTENING  
& GENERATES STRONGER IDEAS**



# THINK – WRITE - SHARE

- **VALUE ADDED – REDUCE FAST THINKING & GROUP THINK**
- **METHOD:**
  - **EACH INDIVIDUAL - THINK ABOUT THE CHALLENGE**
  - **WRITE DOWN AS MANY IDEAS AS YOU CAN - NO SELF-CENSOR**
  - **THIS FORCES YOUR MIND TO SLOW DOWN & REFLECT**
  - **USE YES AND... TO SHARE AND BUILD OUT IDEAS**



# PREMORTEM ANALYSIS

- WHEN TO USE---AFTER THE PLAN IS COMPLETED
- VALUE ADDED ---OVERCONFIDENCE WITH PLAN AND CONSENSUS
  - EMBRACE OBJECTIVITY AND SKEPTICISM
  - QUESTION THE ASSUMPTIONS/TASKS



# PREMORTEM ANALYSIS

## METHOD-ASSUME PLAN HAS FAILED

- **ASK WHAT CAUSED IT TO FAIL/HOW COULD IT FAIL?**
- **GENERATE REASONS FOR FAILURE**
- **EVERYONE LIST THEIR THOUGHTS**
- **BUILD UPON OTHERS' IDEAS AND DISCUSS**
- **DO NOT FILTER OR JUDGE IDEAS**
- **RECORD ALL**
- **REVISIT THE PLAN WITH AN EYE TOWARDS MITIGATION OF CAUSES**



# TEAM A & TEAM B ANALYSIS

- **USEFUL FOR COMPETING POINTS OF VIEW ON KEY ISSUES**
- **VALUE ADDED:**
  - **HIGHLIGHTS ALTERNATIVE VIEWPOINTS**
  - **FORCES TEAMS TO SEARCH FOR NEW INFORMATION**



# TEAM A & TEAM B ANALYSIS

## METHOD

- **FORM TEAMS TO CONTRAST THE VIEWS**
  - **PRESENTATION- ALL CAN QUESTION THE FACTS AND ASSUMPTIONS**
  - **ADVERSARIAL POINTS OF VIEW—RED TEAMING (THE CHALLENGERS)**
  - **CONDUCT BRAINSTORMING**
  - **RECORD**

# DESIRED ENDSTATE



## HARNESS THE INTELLECTUAL POWER OF YOUR LIONS GROUP

- EVERY LION FEELS THEIR OPINION MATTERS
- SOLICIT UNDERCONSIDERED INFORMATION
- DEVELOP VIABLE ALTERNATIVES
- ENABLED TO ASK BETTER QUESTIONS
- CHALLENGE ASSUMPTIONS, IMPROVED UNDERSTANDING & BETTER DECISIONS



**“ The challenge of leadership is to be strong, but not rude; be kind, but not weak; be bold, but not bully; be thoughtful, but not lazy; be humble but not timid; be proud, but not arrogant; have humor, but without folly.”**

**Jim Rohn**

**QUESTIONS?**

**connect** listen  
mirror  
identify respect  
**rapport** relate  
explain **build**



# ***Building Rapport in Your Community***

**Kansas Lions District 17-A Global Leadership Team**

**Rick Dodson, *District Governor***

**PCC Deb Weaverling, *GLT Chairman***

welcome

connect listen  
mirror  
identify respect  
rapport relate  
explain build



# *An Overview . .*

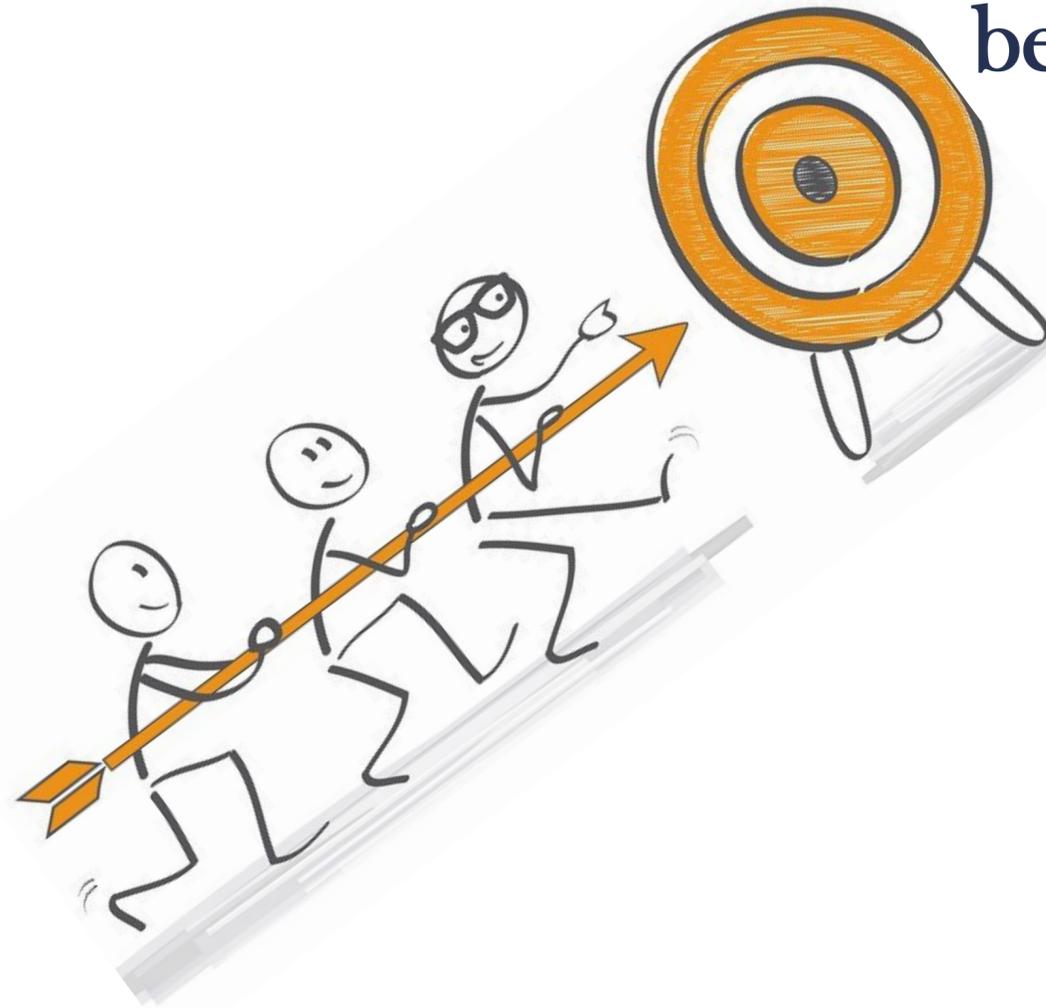
## • Topics in this session—

- learning goals
- dictionary definition of “rapport”
- understanding relationships
- building relationships
- sustaining relationships
- comments? questions?
- review of learning goals
- close



# Learning Goals for This Session

At the end of this presentation, participants will be able to—

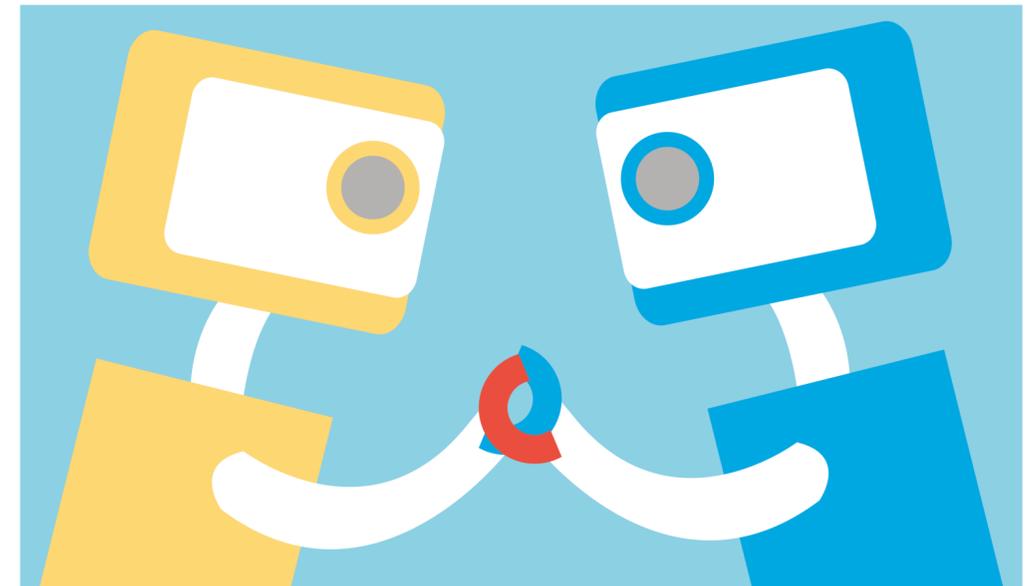


- define “rapport”
- tell why relationships are important to building rapport
- describe key points in creating relationships
- show how to sustain relationships
- explain why rapport within their community is essential for successful Lions Clubs service projects and fund-raising efforts

# What is *Rapport*?

From the Merriam-Webster Dictionary:

“a friendly, harmonious relationship, especially a relationship characterized by agreement, mutual understanding, or empathy that makes communication possible or easy”



Key word—

*Relationships*



# Relationships . .

•



- are the *means* for achieving our goals.
- should be established *before* we need them.
- show we care deeply about *people* when we serve our communities—because caring is part of our mission.
- add up; the more we have, the better.



*(continued on next slide)*

# Relationships . . .

- are the foundation for rapport with other leaders and organizations in our communities.
- are the building blocks for all efforts to organize programs and projects in the community.
- give meaning and richness to our service efforts and to our lives.



*(continued on next slide)*

# Relationships . . .

- enable us to reach our goals when we work with people who motivate us.
- are important to winning allies to our cause.
- can build support for our clubs' charitable projects through connections with other community organizations.



*(continued on next slide)*

# Relationships . . .

- are all different, but they all matter, whether with individuals or organizations.
- develop on a one-to-one basis.
- can pay off in totally unexpected ways when they are built and nurtured over time.



# When Do You Start Building Relationships?



- You should be doing it all the time!
- Take the initiative—if you wait for others to start relationships with you, you may spend a lot of time waiting.
- Some relationships require more time than others to develop; be patient and just keep at it.
- Building relationships (*rapport*) is the road to accomplishing goals cooperatively



# Building Relationships . . .

- Forge them one at a time
- Assume other people want to form relationships also
- Go places, get involved, be active
- Be a “regular”
- Enjoy people
- Accept people the way they are



*(continued on next slide)*

# Building Relationships . . .

- Be friendly and make connections
- Invite people to get involved
- Overcome your fear of rejection
- Be persistent—follow up regularly
- Ask people questions about themselves
- Tell people about yourself



# Sustaining Relationships

- Pay attention to people
- Build trust
- Communicate openly
- Simplify and remember your message
- Express appreciation to those who help you



*(continued on next slide)*

# Sustaining Relationships

- Extend yourself
- Stretch your comfort zone
- Volunteer to help other people's organizations achieve their goals
- Challenge each other to do better
- Support each other when things get tough



*Comments?*

*Questions?*



# Review of Learning Goals for This Session

At the beginning of this session, we set out certain expectations. Did we succeed in enabling you to—

- define “rapport”?
- tell why relationships are important to building rapport?
- describe key points in creating relationships?
- show how to sustain relationships?
- explain why rapport within our communities is essential for successful Lions Clubs service projects and fund-raising efforts?



*The End!*

*Thank you for participating.*



Created by PDG Neal K. Nichols, Overland Park Host Lions Club  
August 2020



**Questions?**



# Possible future training topics

# Conflict Resolution

- Introduction.
- What is conflict?
- What are causes?
- How do people manage conflict?
- Appropriate times to use varied styles.
- Use collaborative approach.





# Conflict Resolution

- Causes (What's the real issue?).
  - Interests or values challenged.
  - Needs not met.
  - Misunderstanding.
  - Power or authority challenged.



SCENARIO—Fundraiser chairperson wants to quit the club because Board of Directors cancelled his activity and replaced it with another.

# Conflict Resolution



➤ Conflict management approaches (**What is your style?**).

➤ **Avoid.** *I lose. You lose.*

➤ **Dominate.** *I win. You lose.*

➤ **Accommodate.** *I lose. You win.*

➤ **Compromise.** *We all win a little and lose a little.*

➤ **Collaborate.** *I win. You win.*





## Conflict Resolution

- Appropriate times to use varied styles.
  - Avoid. *Immediate attention not required.*
  - Dominate. *Quick decision needed.*
  - Accommodate. *Relationship more important than your goals.*
  - Compromise. *Temporary solution for complex problem.*
  - Collaborate. *Time for more in-depth problem solving.*



# Conflict Resolution

Use collaborative approach.

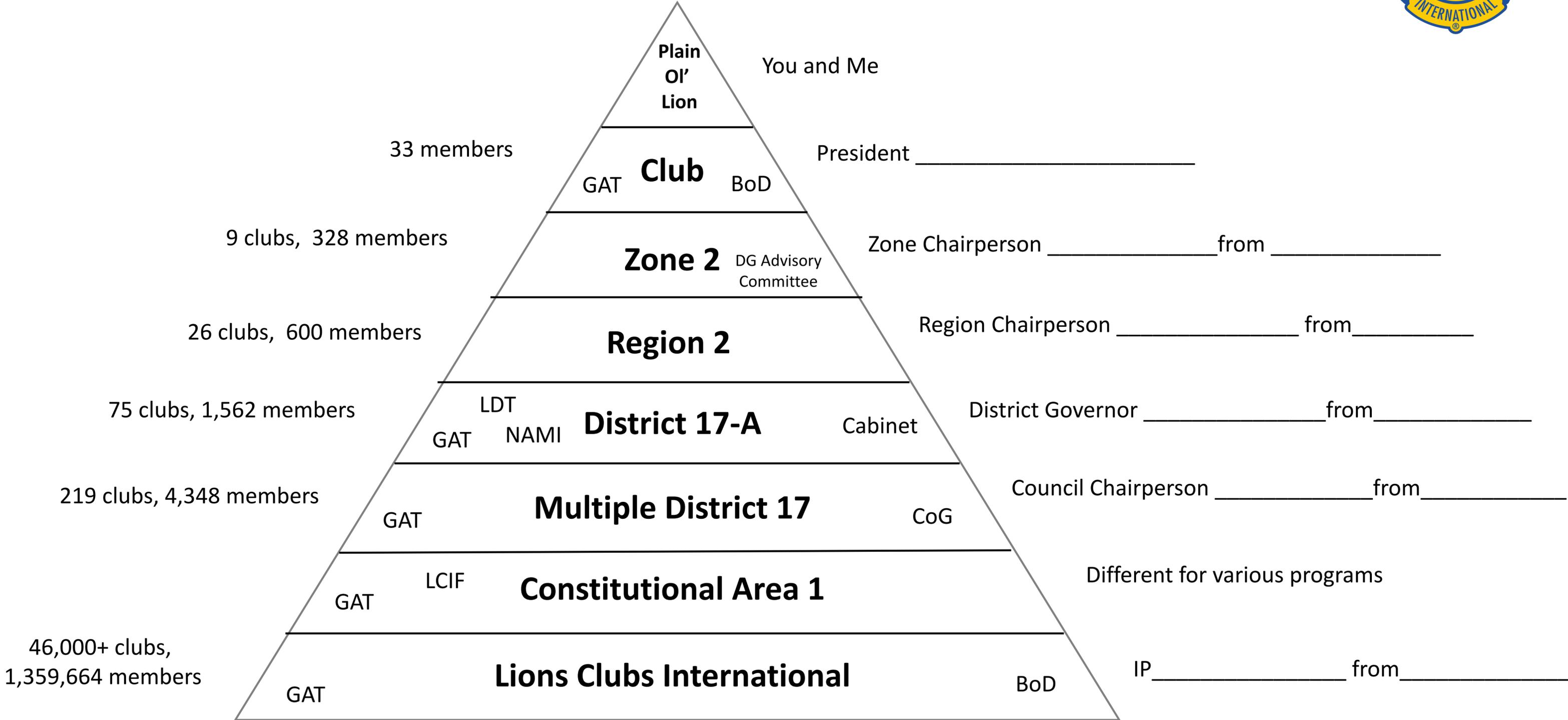
- Remove emotion.
- Consider differences.
- Set mutual goals.
- Brainstorm ideas.
- Select the best solution.
- Implement.
- Evaluate and learn.





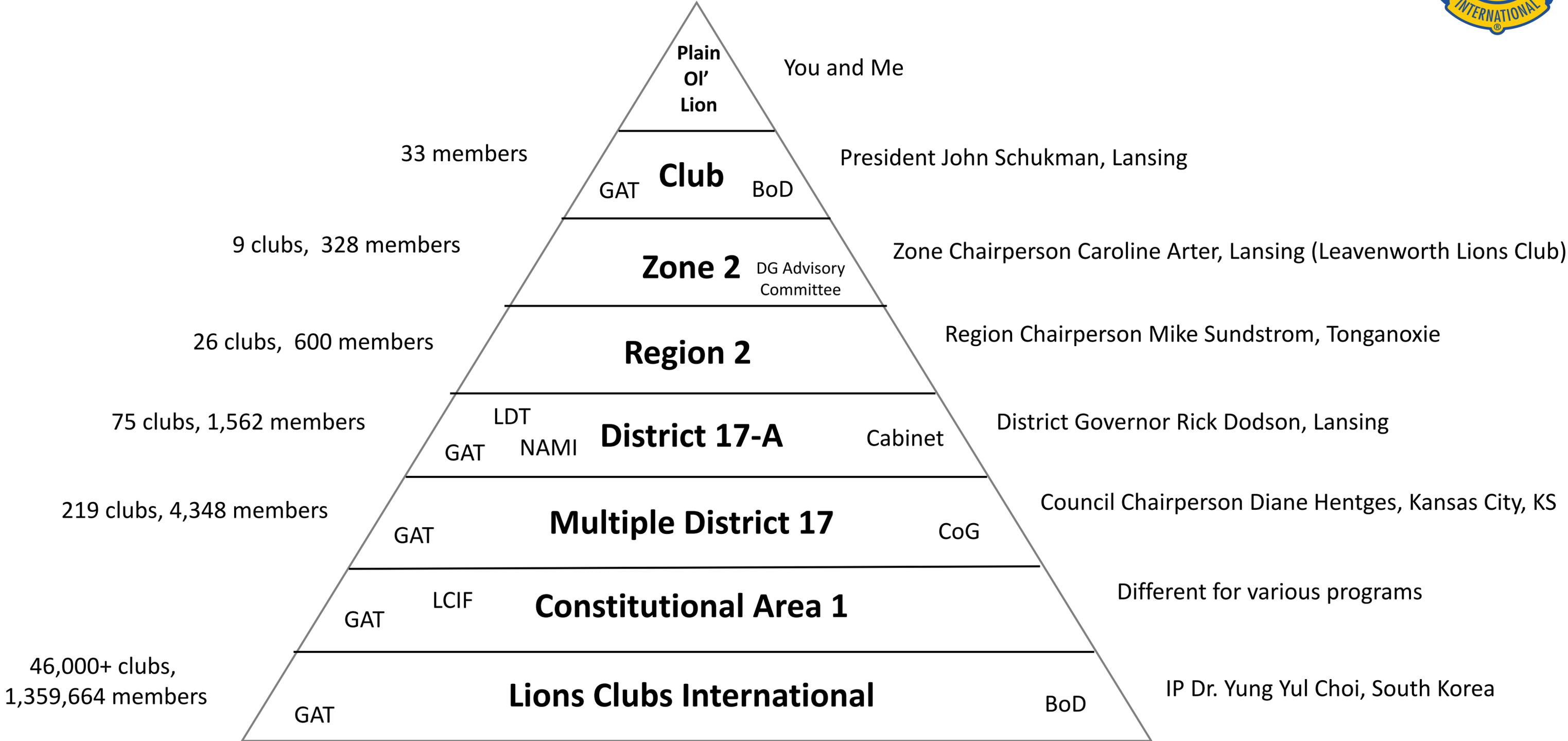
Where do you fit in Lions?

# Where do you fit in the Lions picture!



Your salary = IP salary!

# Where do you fit in the Lions picture!



Your salary = IP salary!

# Lions Liability Insurance



- **LCI program of Commercial General Liability Insurance.** All clubs and districts are automatically covered.
  - \$2 million Designated Location General/General Aggregate Limit
  - \$2 million Products-Completed Operations Aggregate.
  - \$1 million Personal & Advertising Injury Limit.
  - \$1 million Damage to Premises Rented to you.
  - \$5,000 Premises Medical Expense Limit (any one person). Injury to a Lion or volunteer worker.
- **\$1 million Limit of Liability** for each occurrence for Bodily Injury and Property Damage combined.
- **Pays sums** that the insured becomes legally obligated to pay **as damages to third parties** because of **Bodily Injury or Property Damage** caused by an occurrence arising out of or in the course of Lions functions and activities.
- Can print your own **Certificates of Insurance** online.
- **Supplemental Insurance Coverage** available for Directors & Officers Liability, Crime / Fidelity, Additional Liability Insurance, and Accident Insurance.



# Lions Liability Insurance

- Lions liability for injury to a participant in a sporting event or other similar activity conducted by Lions only if there is legal liability resulting from negligence of an insured. The Medical Payments coverage does not apply to a person injured while taking part in athletics.
- **Exclusion** for liability arising out of sale or serving of **alcoholic beverages**.
- See FAQ about refreshment trailers.
- Recommended that clubs have a Safety officer for functions.
- DSP Insurance Services **(847) 934-6100** or **(800) 316-6705**.
- **LCI Legal Division:**
  - **(630) 571-5466 ext 360**
  - **Fax (630) 571-0953**
  - **Email [leagal@lionsclubs.org](mailto:leagal@lionsclubs.org)**

How do you know what your club really wants to do?



Community Survey? Assessment?

Club Survey? Assessment?

Service?

Fundraising?



## Other potential topics?

Club Administrator.

Are our meetings the best for the majority of our members? Day? Time? Location? Format?

Protocol for our guests.

LCIF – separate briefing by Club or District Coordinator.

Are we promoting our club as well as we could?

Why don't our members step up as leaders? Experience? Confidence? Training?

Continuity plans?

MyLCI and My Lion. What are they? Why should we use them? Separate training session?

Lions orientation. Templated PowerPoint file.