

## FCA Training 6.22.2016 Small Group Activity

### Scenario 1

#### Group Member Names: Ricky, Sarah, Shea

Not communicating with substance or enough emotion. May possibly get stuck not being innovative enough and staying current with the times. May come across as arrogant and unmoveable - not nimble enough with market changes. Relationship problems might slow them down.

Suggest hiring a Passion + Alert or Innovation + Alert person would help them move forward. Regular meeting to communicate challenges and inspire change. Provide reporting for the team to see.

#### Group Member Names: Daina, Haseena, Susie

Advantages - high quality perfectionists, reliable and stable

Weaknesses: Not good listeners or innovators or very precise or detail-focused which could have implications on client communications and loss of trust. Could be very compelling because of prestige and loyalty. But if they don't listen and miss details, could be a problem.

Double Trouble: Could come across as cold, arrogant and stubborn -- pretentious. Might not be good at listening to a client's point of view.

Opportunity Action Plan: Use the heat map to blend styles in the rotational or mentorship assignments so they are exposed to new and different styles. Finding someone with passion, alert, mystique to get drive the programs.

#### Group Member Names: Jill H-P, Ray/Juan, Alfred

Highest - Prestige

Weak - Innovation

Double trouble - competing too much with one another and risk becoming too boring and dull.

Suggested action plan - Regroup in brainstorm session to think out of the box. Focus on stepping up on building trust as well as innovation. Reassessing on where they stand in their common goal - realignment. Reward or incentivise them on teamwork or group accomplishment to derive innovation solutions (also complement the prestige advantage of upholding high standards, but more as a group than individuals). Also consider working on the ability to listen (mystique) to one another and lead with question to facilitate teamwork.

## Scenario 2

### Group Member Names: Carmen, Janette, Janet

Strong in Prestige & Trust , trend setting, ambitious and focused, cutting edge, productive.

Weakness - Low on Innovation and Alert. Not detailed, might get off track or ground breaking solutions. Unlikely to complete projects.

Impact of high Dormant Mystique - More of listener, being out of touch, struggling in fulfilling what customers want. Not open to change

Treats Double Trouble - Prestige - becomes too competitive, pretentious, becomes boring and non-competitive. Disengaged with clients as they would be arrogant, cold & superior.

Opportunity - Action Plan Focus on the excellence aspect of prestige in order to get buy in to become more innovative

### Group Member Names: Deane, Narelle, Michelle

Strong prestige - getting in the know, have high expectations and reach high results. Group of people who want to achieve and drive results but perhaps they may struggle with adapting.

How can we pull power and passion in? Trust factor is not high - may be difficult to change - alert is quite low - we need to pull in the passion --

Maybe pair the trust leaders with the innovative person to try to support and call them out.

Top 2 - prestige and trust - dormants are innovation - double trouble old guard

How can innovation and mystique make their product better - find this (particularly innovation) in order to facilitate change faster

1. Outline mystique and innovation dormant advantages are stopping the organization from seeing how the change can be good. May be creating a blind spot.
2. Pair trust with innovation to ensure that innovative and passionate team members are given space in the team environment to bring their ideas forward in a supportive and open environment.
3. Be careful not to be seen as arrogant.

### Group Member Names: Debra, Jill G

Top 2: Prestige, Trust

Weakness: Mystique

**Dormant:** Innovation.

Respected. Will deliver on what their client expects.

Weaknesses: dormancy on innovation. They're just delivering on what they know. They may not be communicating on what their client wants and needs.

**Double Trouble:**

Prestige: Imperial. Coming across as a know-it-all and not listening. They need to not be predictable. They need to find solutions that are not predictable and are innovative.

Trust: Old Guard. Predictable. Safe. Unmovable.

**Opportunities:** Plan for well balanced teams.

**Group Member Names: Dee Dee, Kathleen, Melba**

1. Demonstrate the connections to the past/tried & true as a way to help the Trust Advantage adopt new initiatives.
2. To help with the adoption of best practices, show how those practices can prevent problems and lead to greater excellence
3. Have those with the Power Advantage help prioritize things to eliminate the competition of priorities and some of the sense of overload.

Also, if Power or Prestige push too hard, the Trust Advantage elements will dig in and be even less movable - leading to Double Trouble.