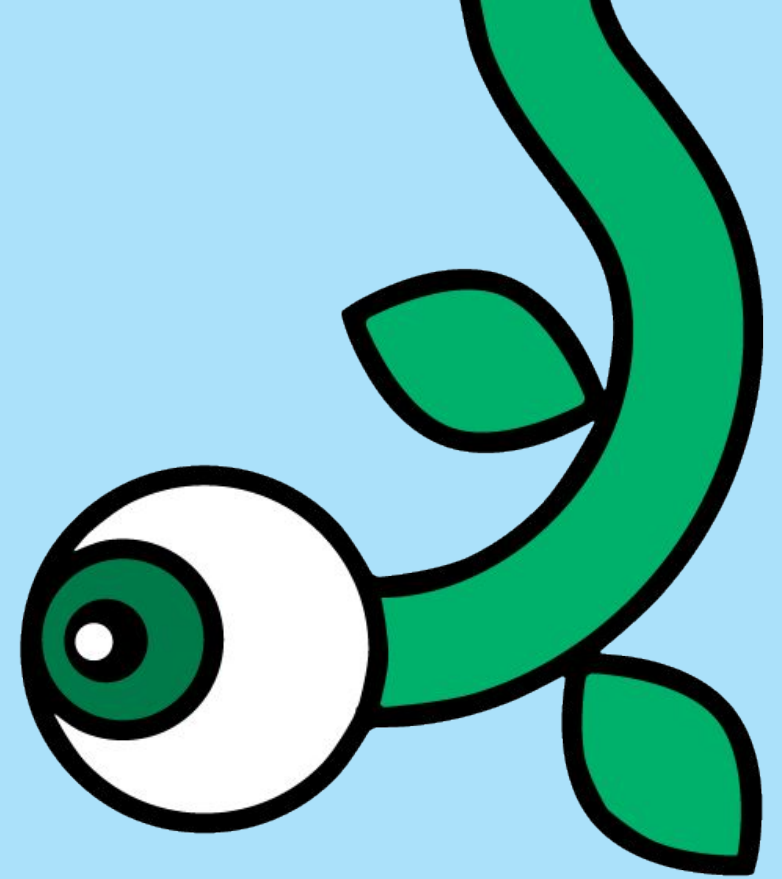


# Life of a Team

supported with **Management 3.0 Practices** by  
Ralph van Roosmalen



**Expectations...**



# HELPING TEAMS TO CREATE VALUE



Team Coaching | Management 3.0 |  
Agile Coaching | Lean Change  
Management



**Ralph van Roosmalen** 

Agile Coach & Consultant | Facilitator Management 3.0

's-Hertogenbosch, North Brabant, Netherlands · [Contact info](#)

5,395 followers · 500+ connections



ASML

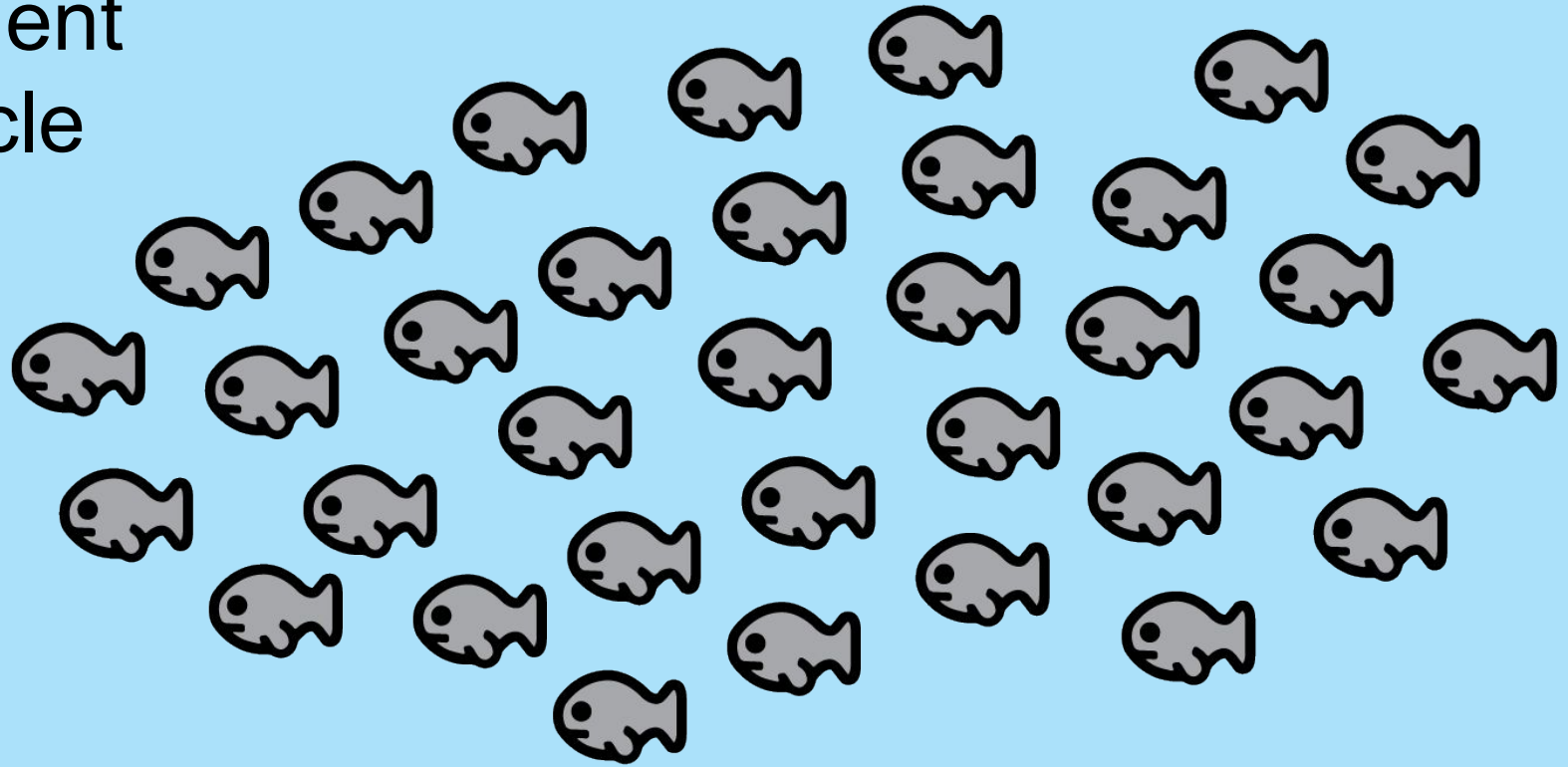


Avans Hogeschool Den Bosch

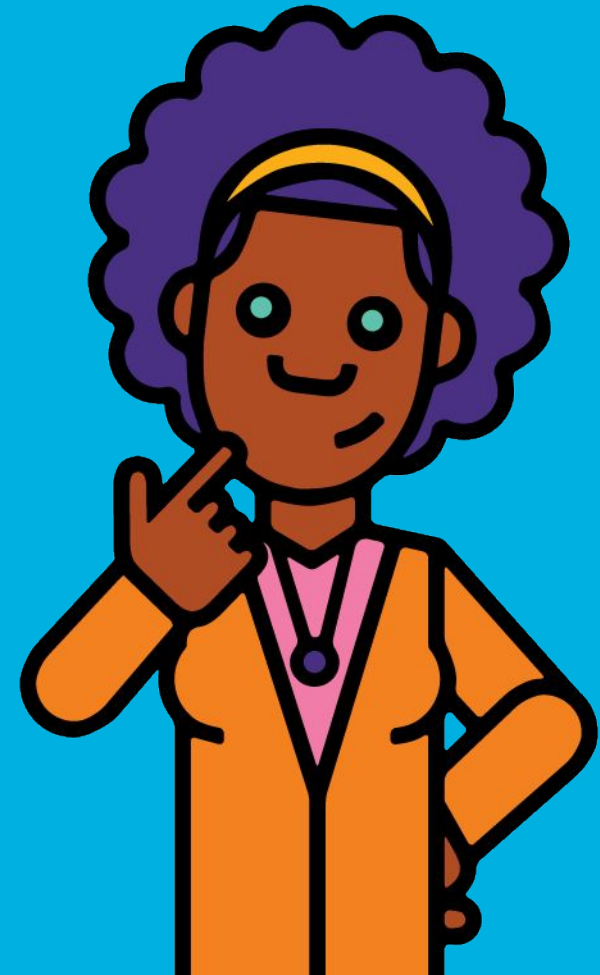
[www.linkedin.com/in/ralphvanroosmalen](https://www.linkedin.com/in/ralphvanroosmalen), feel free to link with me.

# Teams are a living organism

- Composed of cells
- Adapts to its environment
- Is interdependent
- Have a life cycle



- **Being born**
- **Childhood**
- **Adolescence**
- **Adulthood**
- **Retirement**



# “Hello World”

- No recollections
- Helpless



## Teams' Hello World

- Know why together
- Have a goal





# MANAGEMENT 3.0 PERSONAL COLLAB CARD

What you need to know when working with **Nadine**

ROLE(S): **Courseware Coordination & Brand Marketing**

HOME BASE: **Spain**

TIME ZONE: **GET / CEST**

THE BEST DAYS AND TIMES FOR ME TO MEET ARE:

**Mo - Fr, 10-15:00**  
**spontaneous**

## DOMAINS

TOPICS/DECISION AREAS I SHOULD BE CONSULTED OR INVOLVED IN:

**Simply: Everything** 🧠  
**everything that involves our customers**

## COMMUNICATION

PREFERRED COMMUNICATION CHANNELS:



IMPORTANT TO KNOW WHEN COMMUNICATING WITH ME THERE:

**Please use threads to organize topics** *One great gif makes a thousand words*

## EXPERTISE

TOPICS YOU CAN ASK ME FOR ADVICE WITH:

**Simply: Everything**  
**Canva, Miro, Mailchimp, copywriting, party ideas**

THIS DEMOTIVATES ME OR DESTROYS MY MOOD:

**no reply, unreliability, stagnancy**

TOPICS I LIKE TO (PRIVATELY) CONNECT ABOUT:

**I am super interested in other cultures and how people around the world live**  
**If you wanna talk about cats, food, workout, achieving goals -- reach out**

STAKEHOLDERS I WORK WITH REGULARLY DURING A NORMAL WEEK:

Core team      Facilitators      LinkedIn Followers      Community members  
Regional Rep teams      Translators

IMPORTANT TO KNOW ABOUT ME:

**I like structure and efficiency**



# TEAM AGREEMENT

TEAM NAME:

PURPOSE:

## HOW TO USE THIS TEMPLATE

### Approach 1

1. Follow the numbers within each box
2. Discuss and agree as a team on what goes into each box

### Approach 2

1. Design your own approach
2. Start from where you as a team believe you must begin from

1

## WHAT WE AGREE ON

*This is where we begin. Let's jot down all the key items we already agree on. One item per post-it.*

*Examples: Core working hours 1100-1500 CET; Highlight impediments as soon as we see them*

2

## WHAT WE AGREE TO DISAGREE ON

*Let's jot down all the key items we disagree on. One item per post-it.*

3

## OUR CORE VALUES

**Tip: Use Management 3.0's Big Value List**

*Here is where we define what values we as a team stand for and we co-own these values; three, max five core values*

4

## HOW WE COMMUNICATE

*How do we communicate with each other? What tools could we use for specific communication? What response times could we expect from each other?*

5

## HOW WE COLLABORATE

*How do we know what the other is working on? Do we need core working hours? What collaboration tools should we use when working hybrid? What is our reference time zone?*

6

## HOW WE MAKE DECISIONS

7

## HOW WE NAVIGATE CONFLICT

*What are our potential areas of conflict? What is our approach when we are faced with any kind of conflict?*

8

## HOW WE STORE AND ACCESS DATA

*What kind of data/information do we need access to? What levels of access rights are needed on our kind of data/information? What are our requirements for data storage? Do we need to consider the cloud?*

9

## OUR CORE WORKING HOURS (IF ANY)

10

## WHAT MOTIVATES US

**Tip: Use Management 3.0's Moving Motivators**

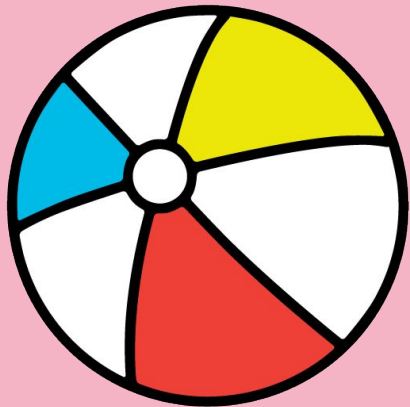
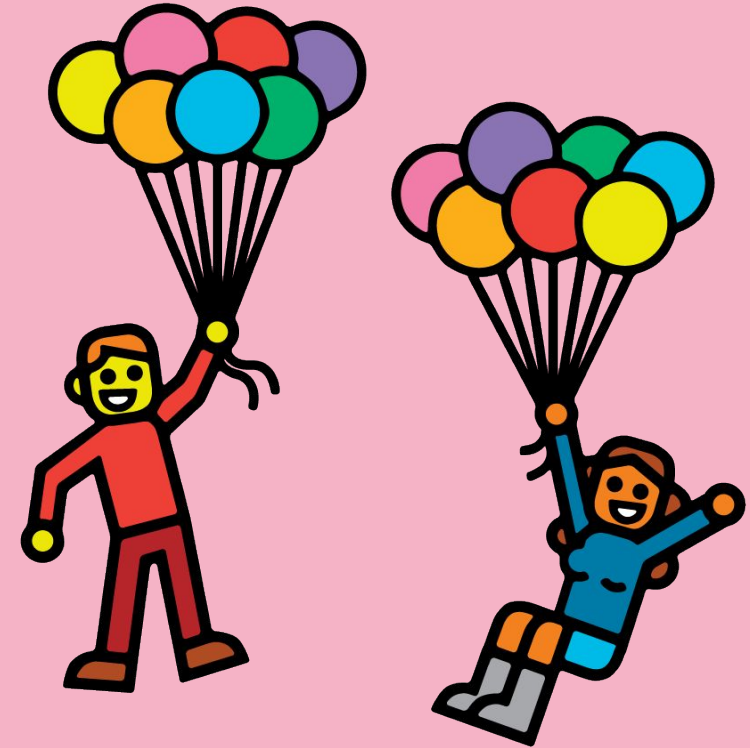
11

*Something that matters to you as a team can be added as a customized field here.*

OPTIONAL CUSTOM FIELD

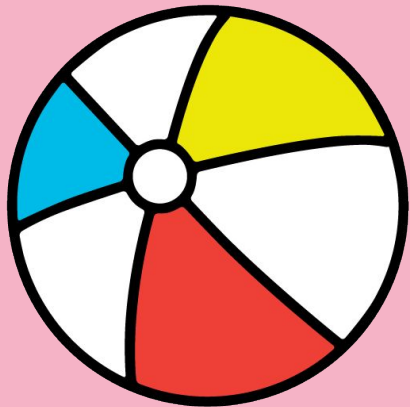
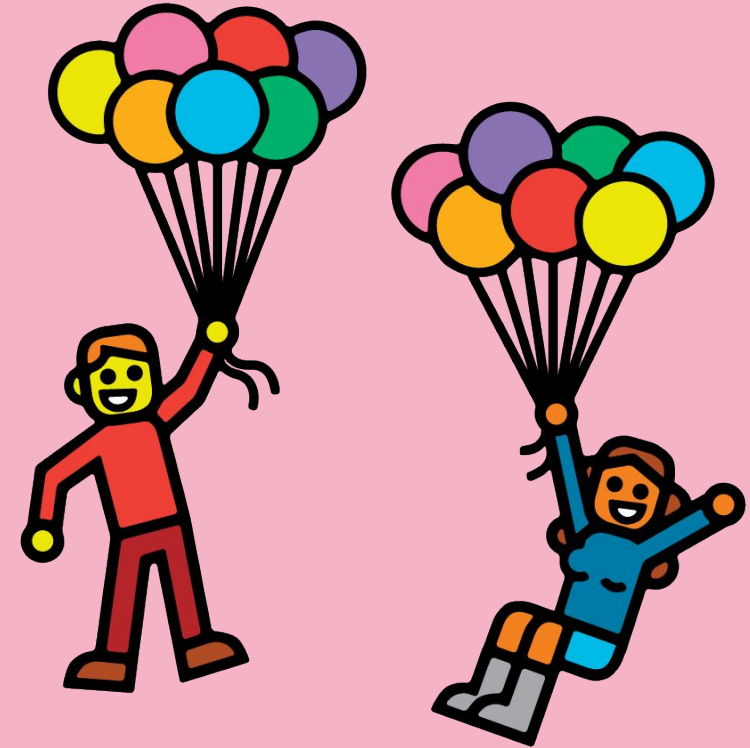
# Childhood

- Play and Explore
- Learn
- Dependent
- Grow their personality
- Compliments



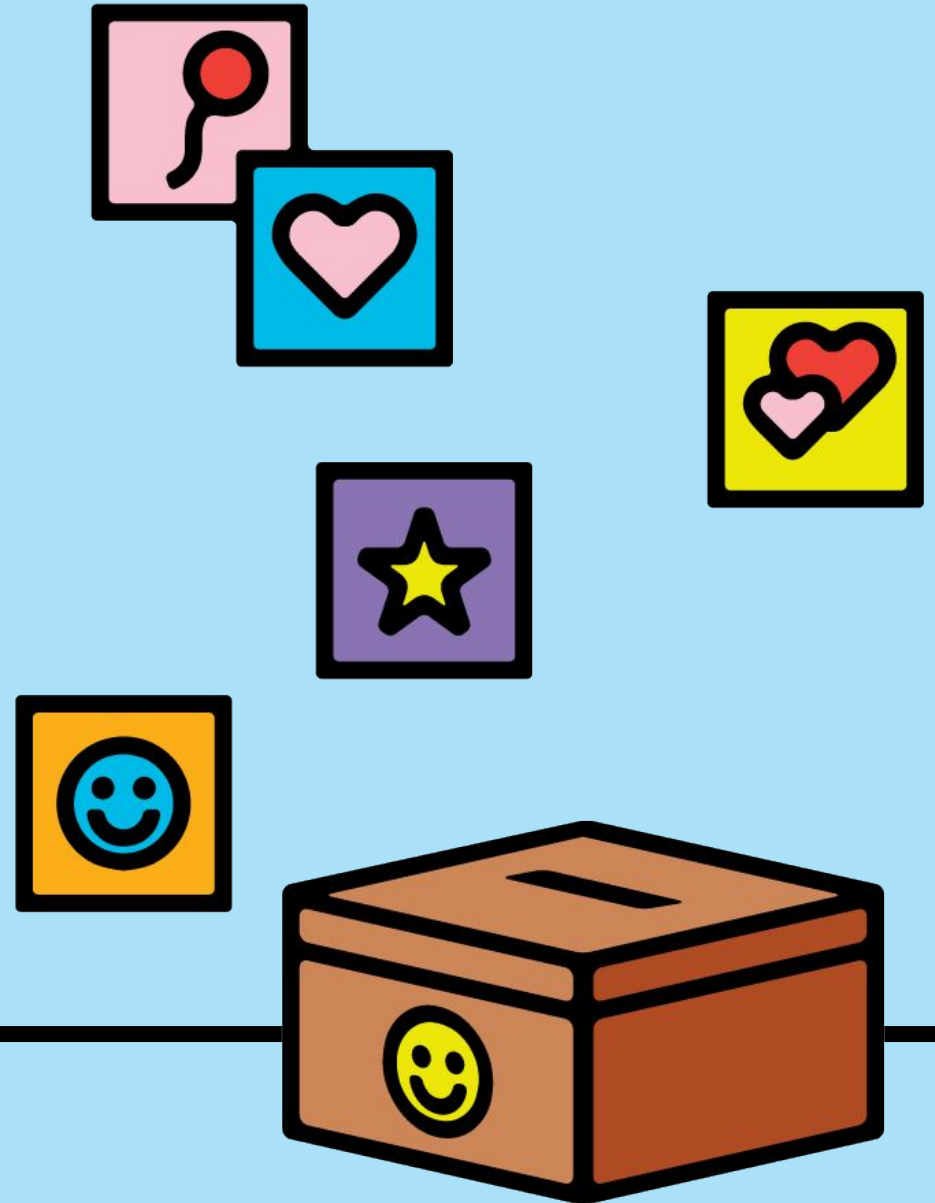
# Teams' Childhood

- Learn
- OMG
- Grow personality
- How work together
- Protect and help



# Kudo Boxes and Kudo Walls

Get people to offer each other tokens of appreciation, either by posting them in a box or putting them on a wall.







**GREAT JOB!**  
Nice! You've done a great job on the new website release!  
- Eliza

**WELL DONE!**  
Love to hear that you've made such a great contribution!  
- Eliza

**PROUD!**  
Thanks for the great work on the new website!  
- Eliza

**CONGRATULATIONS!**  
Great job on securing another great client!  
- Chad

**VERY HAPPY!**  
Thanks for your great help with the new client account!  
- Sabine

**MANY THANKS!**  
Thanks for the company's help with the new client account!  
- Katherine

**WELL DONE!**  
Love to hear that you've made such a great contribution!  
- Eliza

**THANK YOU!**  
Thanks for initiating the new client account!  
- Sabine

**GREAT JOB!**  
Thanks for coming up with an engaging and successful draft!  
- Katherine

**VERY HAPPY!**  
You all have done a great job on the new website!  
- Eliza

**PROUD!**  
THANKS FOR ALWAYS JUMPING IN WHEN WE NEED A HAND!  
- Madeline

**TOTALLY AWESOME!**  
Sara, for your super start on the company's new website!  
- Chad

**CONGRATULATIONS!**  
Great job on securing another great client!  
- Chad

**GREAT JOB!**  
Katherine! Thanks for hosting the hangout with me and coming up with a great check-in!  
- Chad

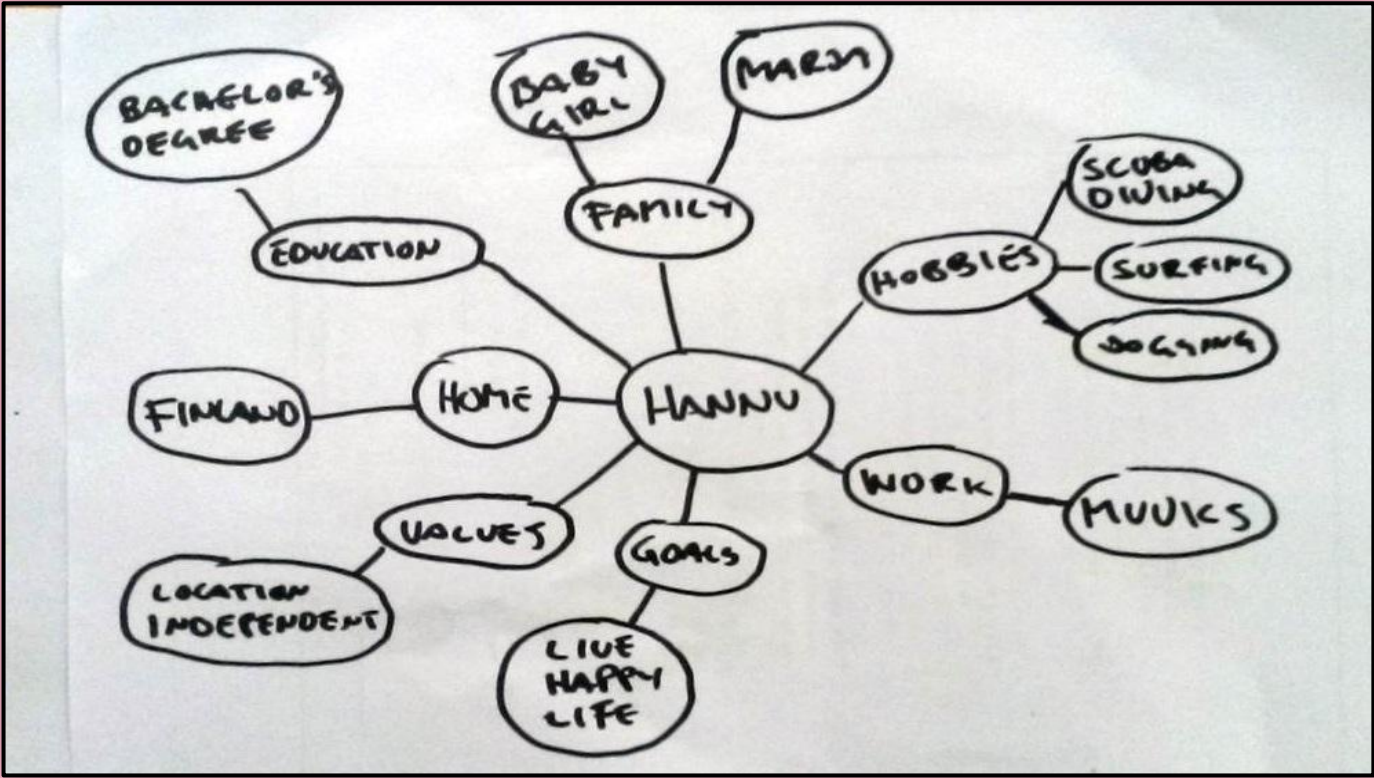
**WELL DONE!**  
Thanks for your awesome work on the new website!  
- Sabine

**MANY THANKS!**  
Thanks for always being very helpful!  
- Eliza

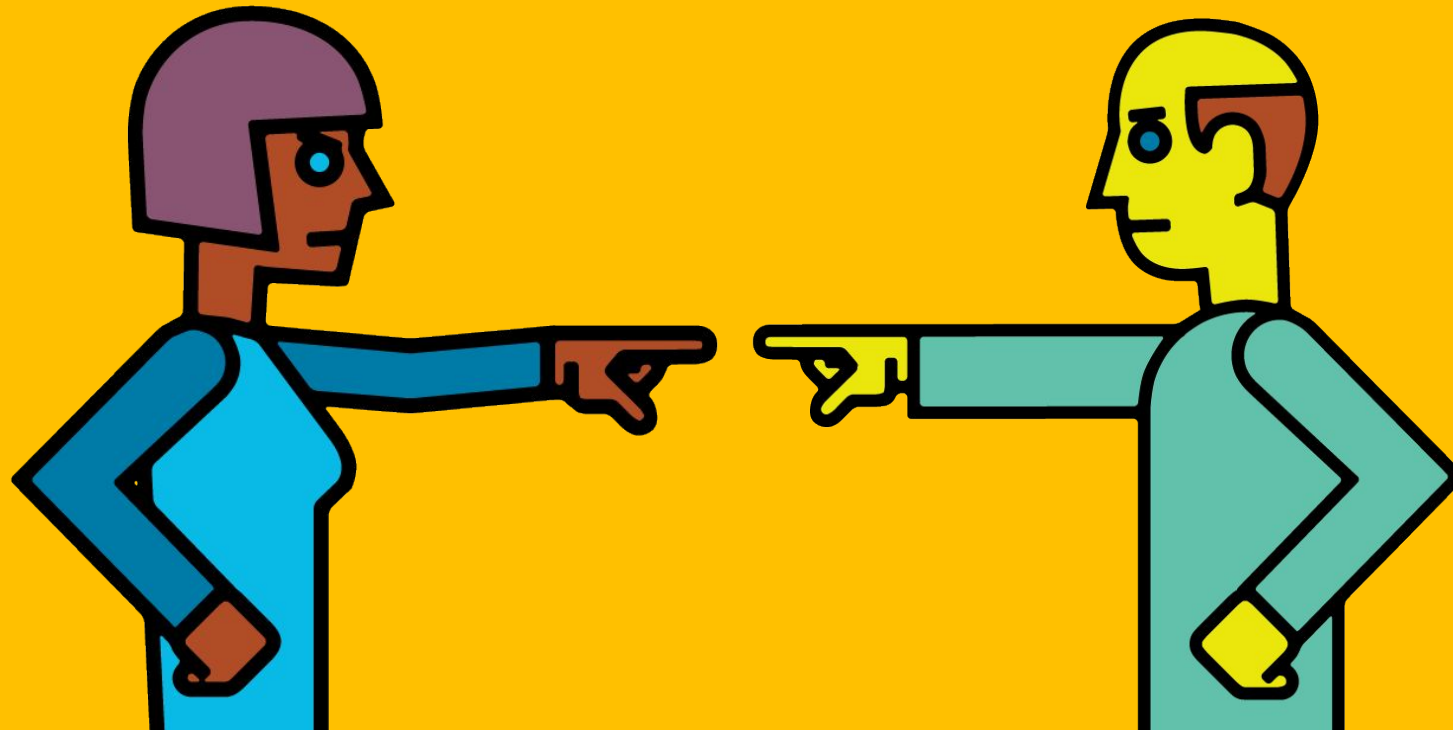
**TOTALLY AWESOME!**  
THANKS FOR YOUR EFFORTS IN LAUNCHING THE NEW WEBSITE!  
- Eliza

**THANK YOU!**  
Thanks for your help with the new client account!  
- Sabine

# Personal maps



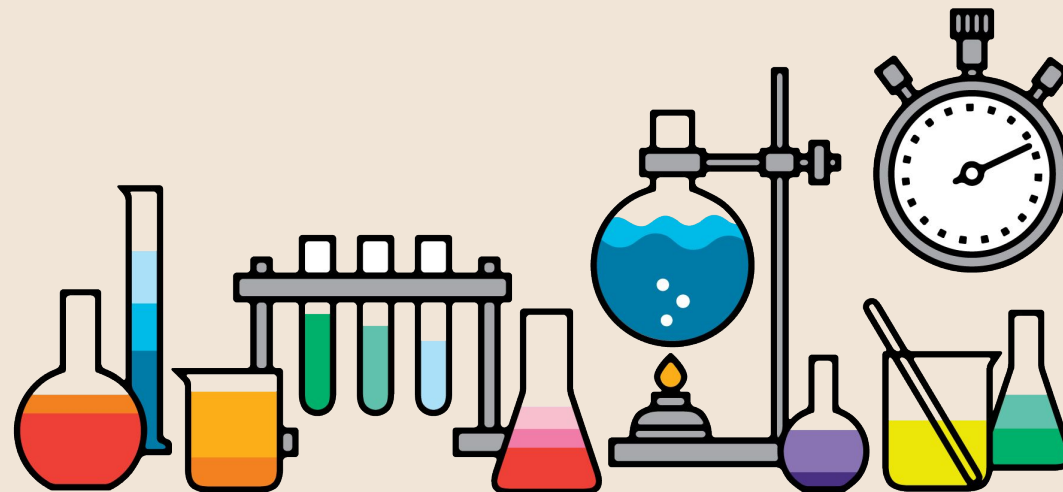
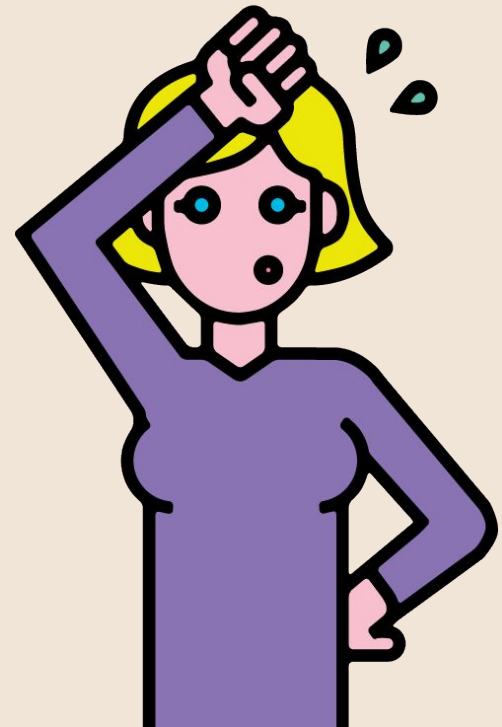
*A typical analyst/reductionist mistake:*  
**Pointing at things or people as the  
cause of problems.**





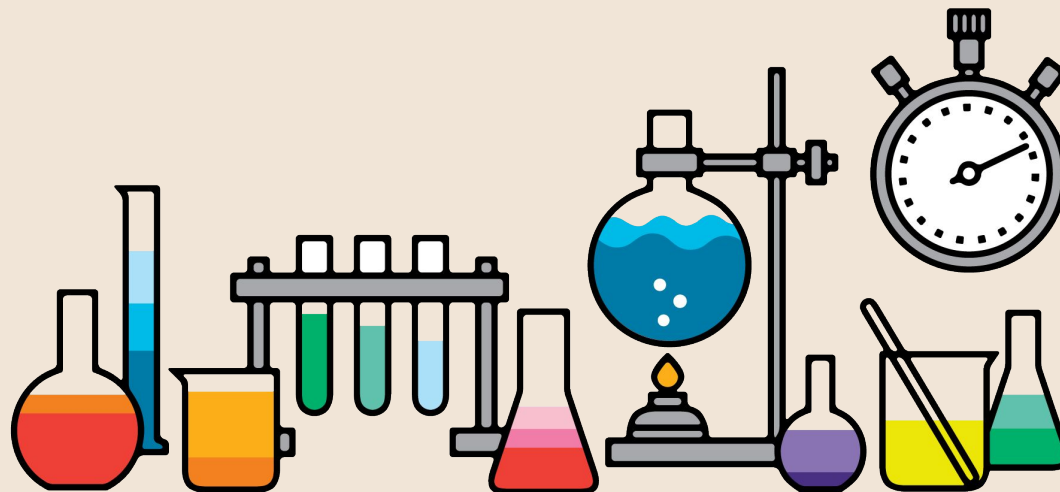
# Adolescence

- Know everything
- Discover who they really are
- Match talents with job
- Hard to communicate with
- Experimenting









## Teams' Adolescence

- Really work together
- No retro or help
- Real values
- Small conflicts
- Blame outside world



A delegation board enables management to clarify delegation and foster empowerment for both management and workers.

	1	2	3	4	5	6	7
Vacation Days							
Office Hours							
Tool Selection							
Team Membership							
Goal Setting							
Team Bonuses							

# Values Day

Many organizations hold a yearly company-wide values day where everybody is invited [...] to revisit the organization's purpose, values, and ground rules and inquire how they [...] live up to them.

- Frédéric Laloux, *Reinventing Organizations*





# Values

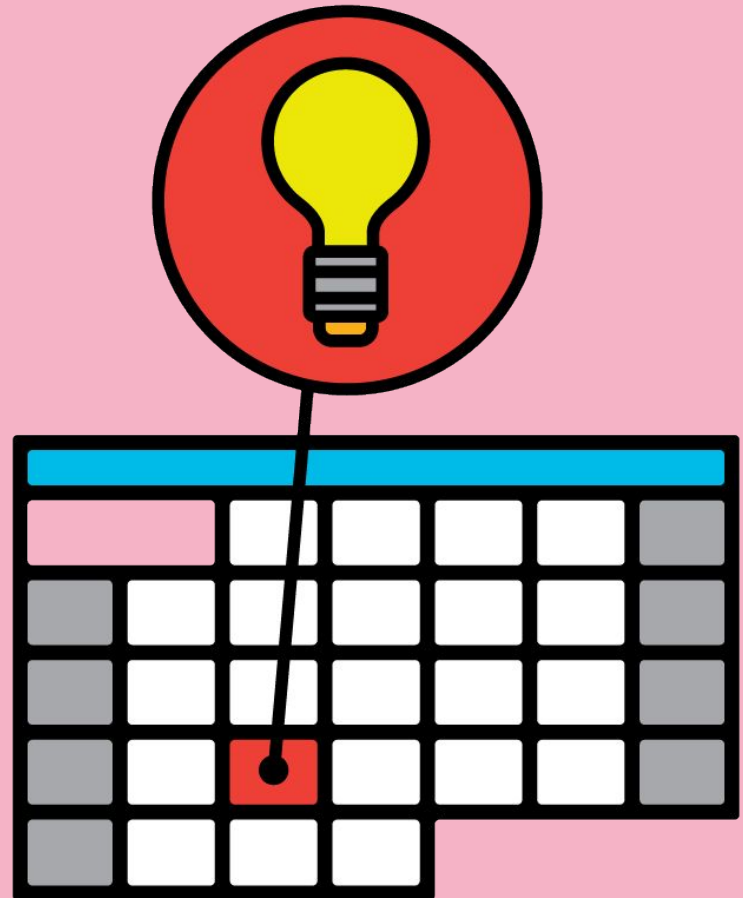


## Handbooks / Culture Books

In some companies, employees document *espoused* values and culture with a book or video.

## Exploration days

- Everyone spends one day of *learning*
- Try to *deliver* something within 24 hrs
- Demo the learnings to *colleagues*



# Adulthood

- Take responsibility
- Stability
- Contribute to the world
- Feedback
- Grow your expertise
- Grow your network



# Teams' Adulthood

- Take responsibility
- Become independent
- Self Organizing/Steering





# Team Decision Matrix

	One	Majority	Some	All	Dice
Leave			●		
Office Layout		●			
Work process				●	
Team Retreat Location		●			
Office Music					●
Office Party Theme			●		

# Teams' Adulthood

- Take responsibility
- Become independent
- Self Organizing/Steering
- Fear change



## HOW DO YOU ACCELERATE RESULTS?

### SYSTEM: ACT

Short feedback cycles are better than long ones. How will you make sure that there are useful short-term results? How will you generate quick wins that help you fine-tune your goals and consolidate gains to produce even more change?

## WHO CAN MAKE THE RULES?

### ENVIRONMENT: INSTITUTES

Self-organizing people and teams have a tendency to optimize for themselves. But it is important that people also keep an eye on the organization (or society) as a whole. Can you introduce some rules without a stifling government? Can you urge people to come up with some form of governance by themselves?

## CHANGE MANAGEMENT GAME



MANAGEMENT 3.0

## HOW WILL YOU PREVENT A RELAPSE?

### NETWORK: LAGGARDS

Sometimes change initiatives are called "successful" too early, and then the system slowly slides back into its old behavior. Can you prevent this from happening?

## WHAT MAKES IT SUSTAINABLE?

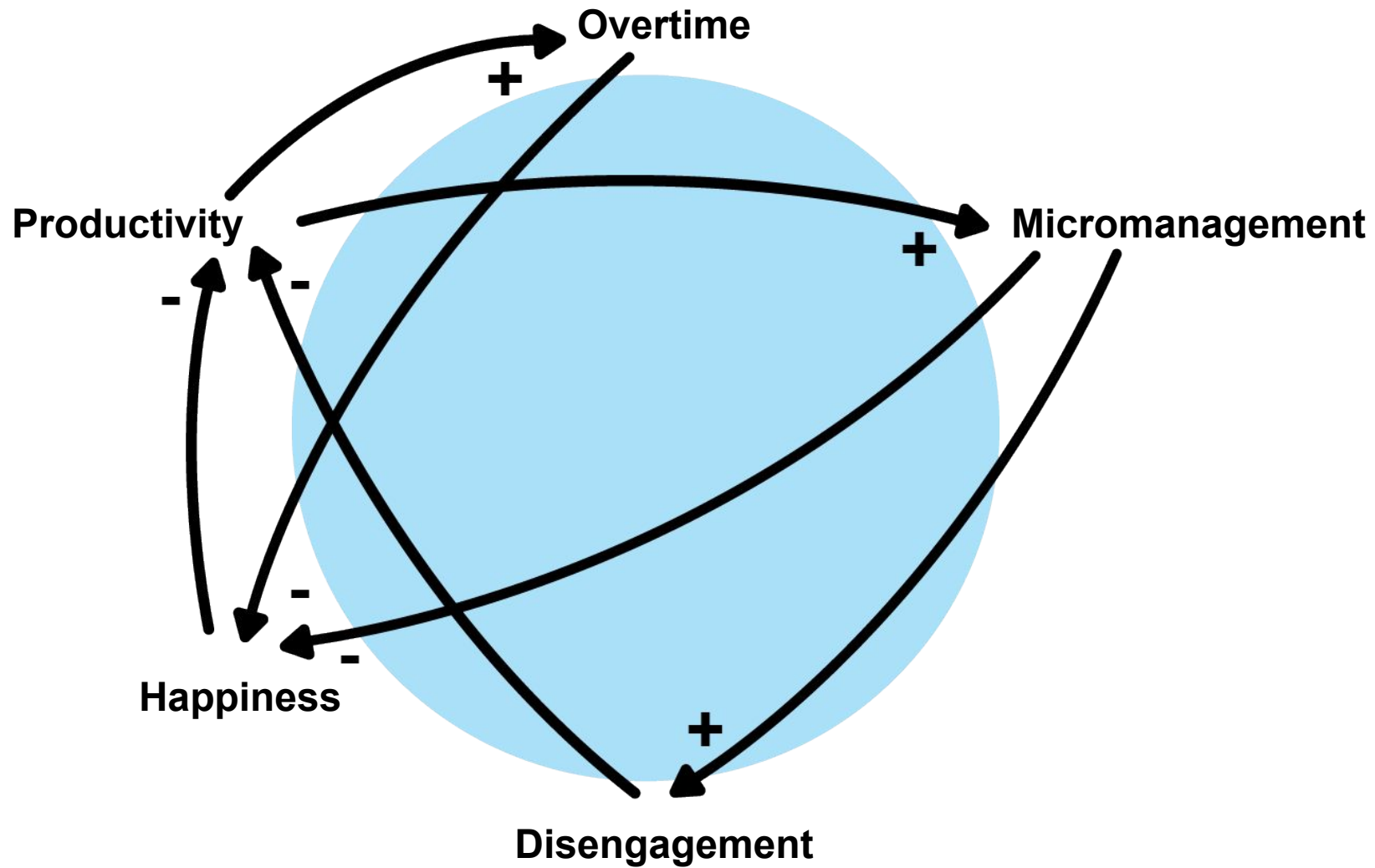
### PEOPLE: REINFORCEMENT\*

The sustainability of new behavior is best achieved when you can turn the boring parts of it into something that is fun. Can you anchor your new approach in people's minds by adding social, competitive, or other addictive dimensions, so that people want to keep on doing it?

# Teams' Adulthood

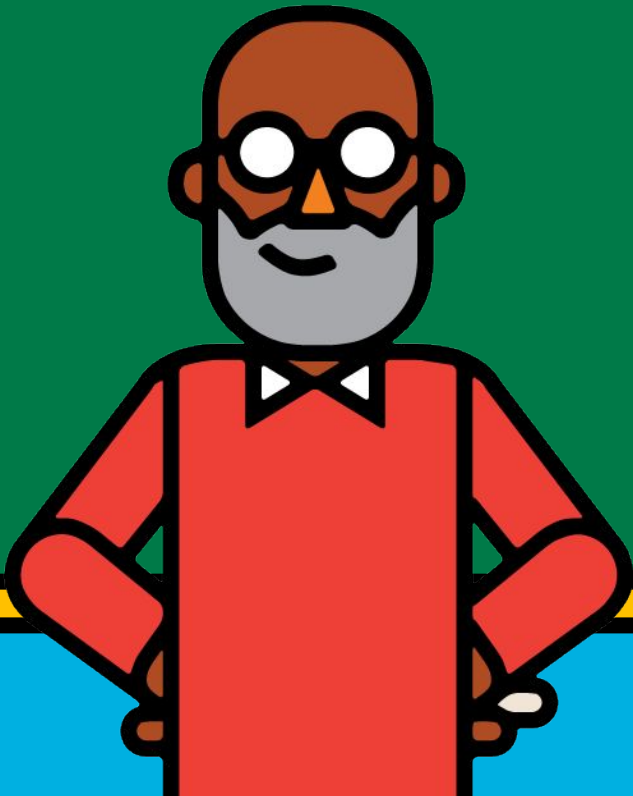
- Take responsibility
- Become independent
- Self Organizing/Steering
- Fear change
- Complex and Complicated





# Retirement

- Huge Network
- A lot of experience
- You will leave



## Teams' Retirement

- Hire new team members
- Join a new team
- Many new connections
- Gained a lot of knowledge



**S**

**SITUATION**

Describe the situation.

**T**

**TASK**

What was your task in this situation?

**A**

**ACTION**

What action did you take?

**R**

**RESULTS**

What were the results?

**T**

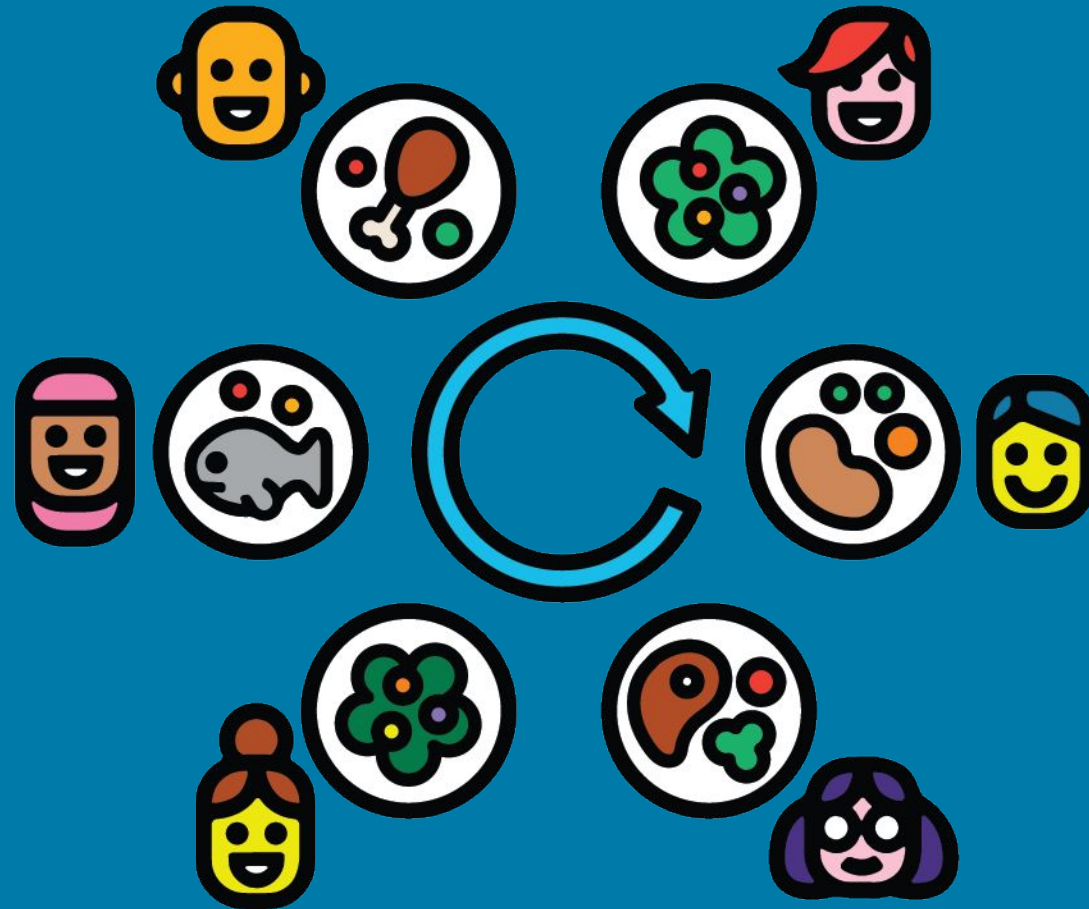
**TAKE-AWAYS**

What did you learn?





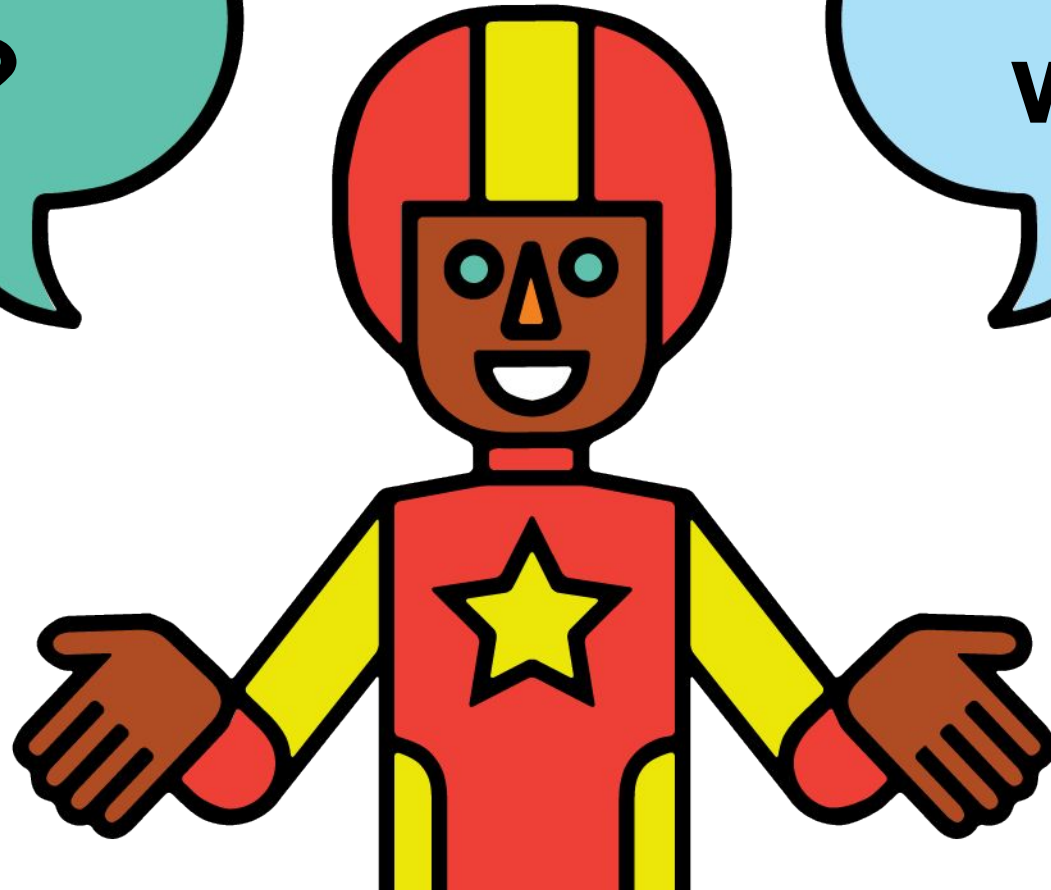
# 360° Feedback Dinner



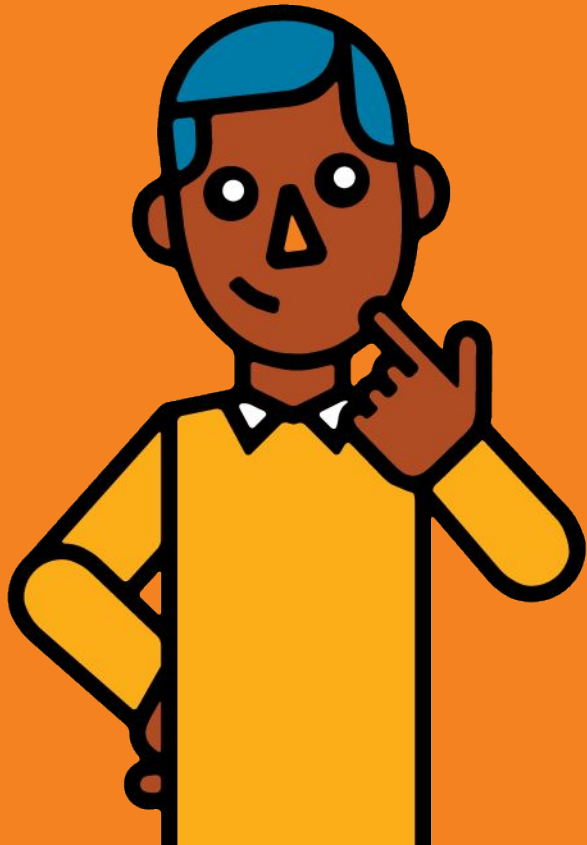
# Yah! Questions

What did we  
do well?

What did  
we learn?



# Conclusions





**Thank you, and please  
share your feedback.**

**Ralph van Roosmalen**

**<https://linkedin/in/ralphvanroosmalen>**