

Unlocking Trust

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What is your hope for this
session?

Check-In

What makes a highly effective
groups?

1-2-4-All

What do we know about highly effective groups?

- Meet goals
- Get stuff done
- Ultimately develop a like of each other

What do we know about highly effective groups?



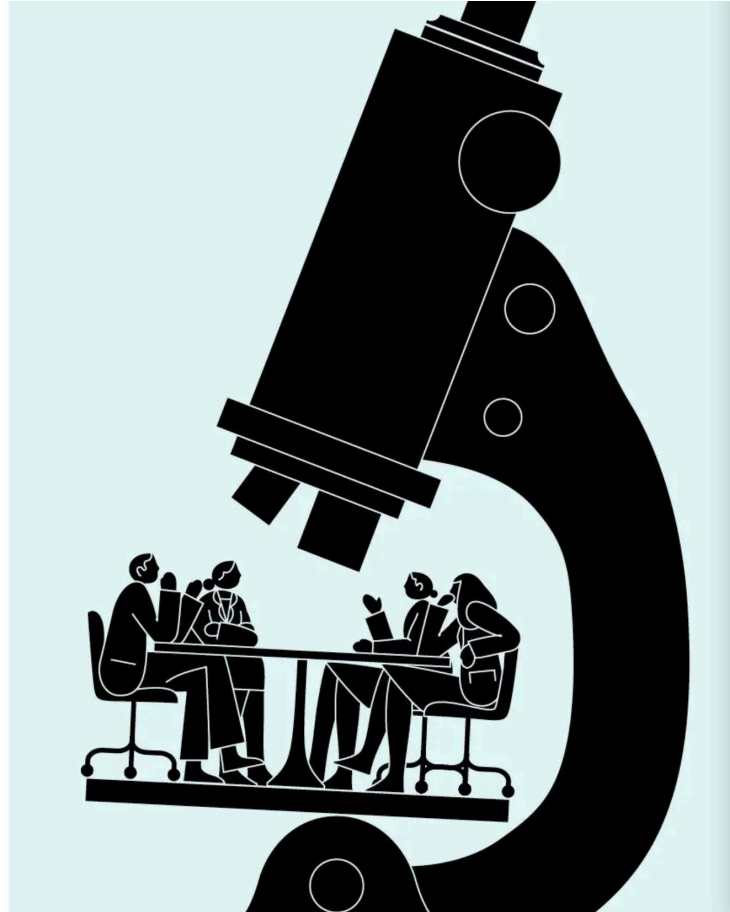
The New York Times Magazine

Account ▾

THE WORK ISSUE

What Google Learned From Its Quest to Build the Perfect Team

New research reveals surprising truths about why some work groups thrive and others falter.



FIRO by William Schutz

- Introduced by William Schutz in 1958
- A theory to describe interpersonal relations

F	-Fundamental
I	-Interpersonal
R	-Relations
O	-Orientation

FIRO

- When people are in a group, there are three main needs they are seeking to obtain
- These needs are rooted in developmental experience

All people want to feel:	Significant	Competent	Likable
All people have some fear of being:	Ignored	Humiliated	Rejected
All people have behavior preferences about:	Inclusion	Control	Openness / Affection

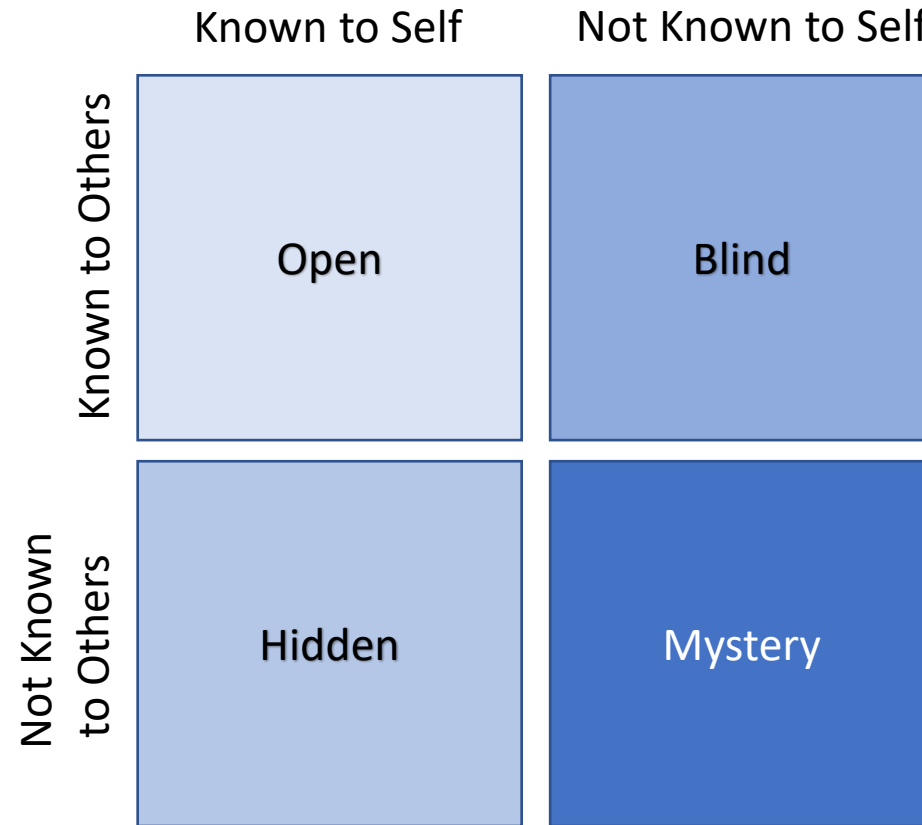
Think of Time When a Group Went Sideways

- Describe the event
- What happened there?
- How did you feel about it?
- How might you describe it using the FIRO lens?

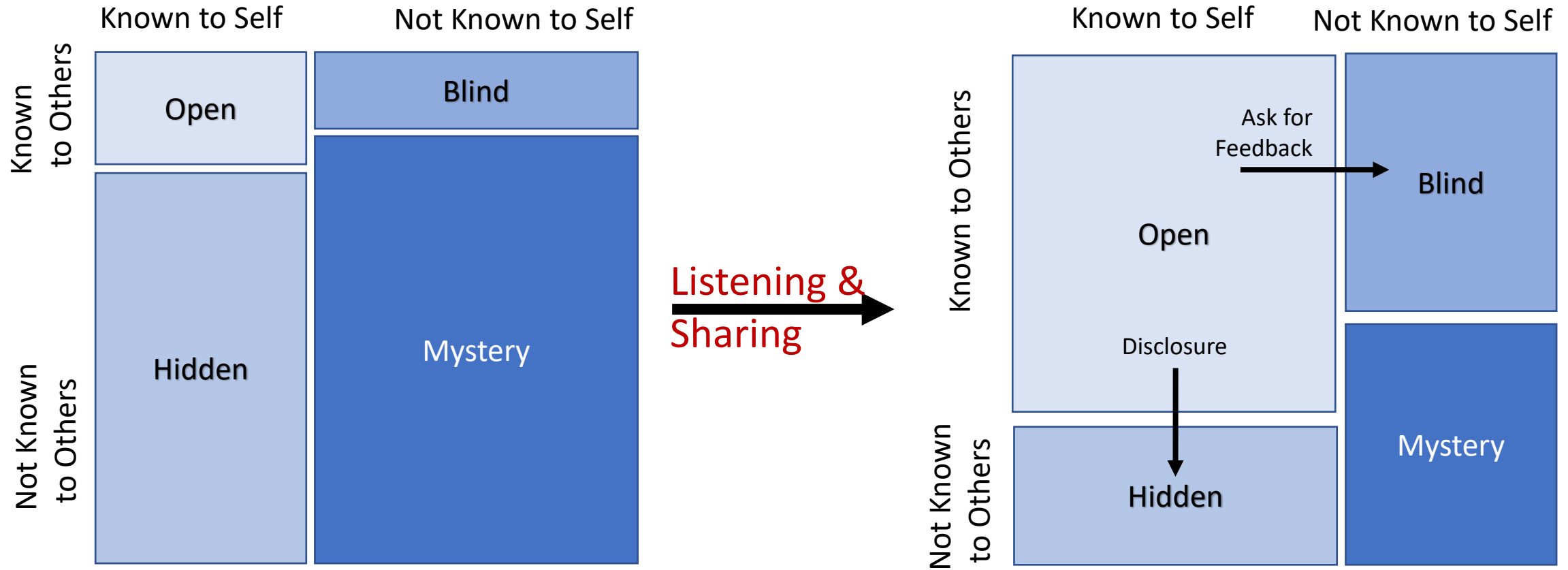
Think
Pair
Share

All people want to feel:	Significant	Competent	Likable
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Navigating FIRO with the Johari Window

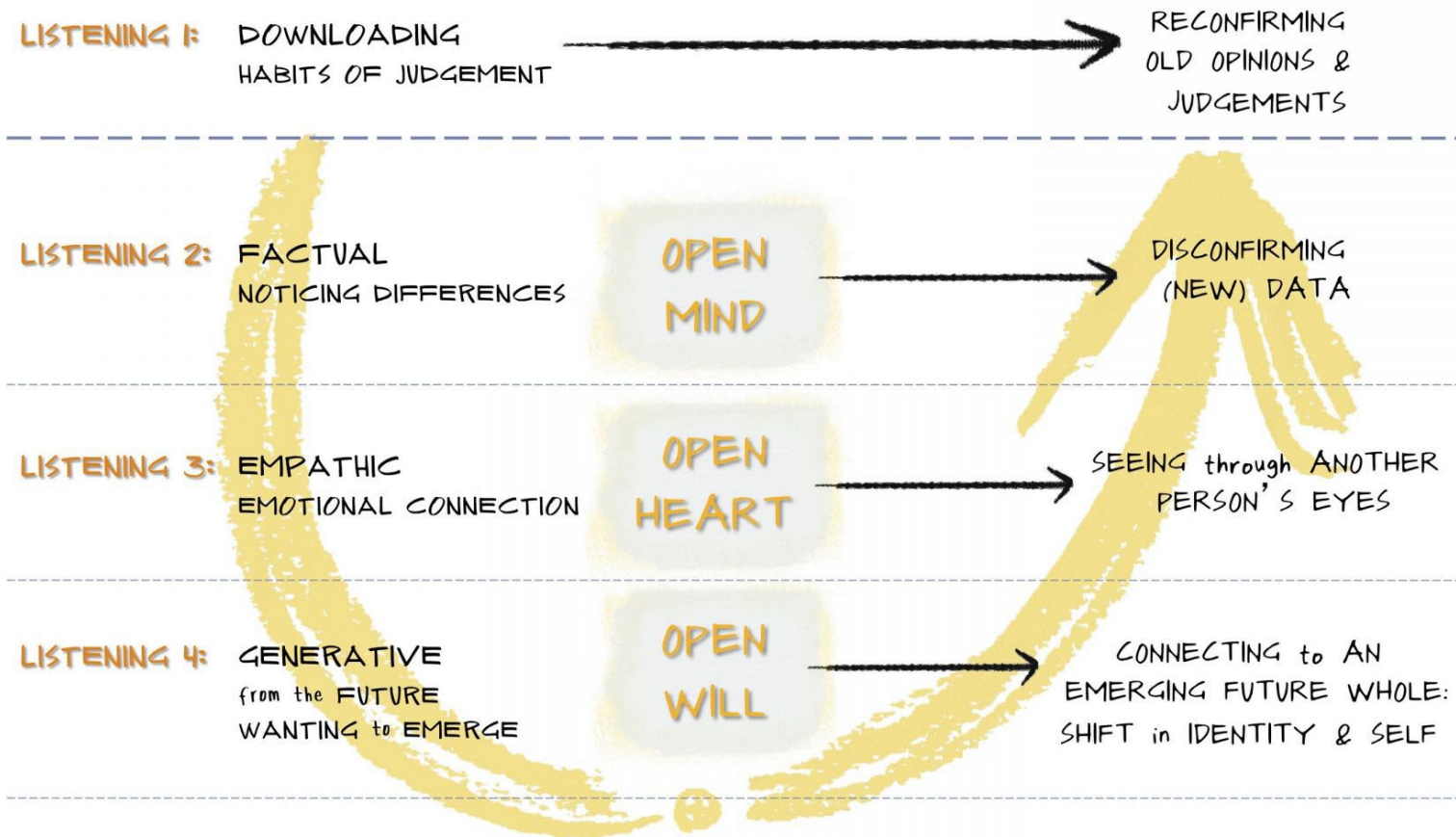


Using the Johari Window



How to Listen When Using the Johari Window

4 LEVELS OF LISTENING



From TheoryU
By
Otto Scharmer

How might these tools help you
be a more impactful board
member?

1-2-4-all

Resources

- Google's Project Aristotle
 - [NY Times Article](#)
- William Schutz – FIRO
 - Book – [The Interpersonal Underworld](#)
- [The Johari Window](#)
- TheoryU
 - [Levels of Listening](#) - Video

TheoryU – Presencing vs Absencing

