

Teamwork Training, 4/9/11

Review

— Rod Williams

I was thinking about last week's application as I got up at 4:30 this morning. I thought about going that extra mile to do better. How many of you have gone to a fast-food restaurant and ordered a combo, and when they asked, "Would you like large, or medium?" How many of you said Large? How many of you said Medium?

I think about that as I complete the applications. I've done mine; you can check it. Would anybody else like to share from their application?

I just answered the first five questions. I'd rather have people near me; I like to be by myself, too, so I said "Yes" to are you your own best friend.

Sometimes, depending on the situation, people are more or less condemning or welcoming.

Number two, does my attitude predict doom-and-gloom or optimism. Sometimes I go into work and think, "Man, I just don't want to do this." Then later on, I feel bad because things don't really go as well as they should. But lately, I've been trying to go in there with a positive, go-getter attitude, and it really helps.

I always go into work and try to get things started; get the job done. One morning my boss said, "Thank you for being so consistent and positive." She found a lot of encouragement in that.

The other day, I heard someone talk to a bunch of employees who were getting furloughed. He said, "I can't control it, and you can't control it. But what we can control is our attitude."

Exercise

You have in front of you a spoon. We are going to eat some Jello pudding. (Just kidding; just kidding.)

Does everybody remember how we set up the Fellowship Hall as a whole? What was that about?

The Big Picture

Today we are dealing with the Law of Countability. We are dealing with an explosive situation; something that is critical to you. How many people like doing things themselves?

(Lots of hands)

(Holding up an egg with the word "bomb" written on it.)

This is a bomb. If you drop it, it will explode. People will die. You cannot touch the bomb with your hand. You must pass it with a spoon. We are going to pass this bomb through the whole room.

(Teammates carefully rolled the egg from one plastic-spoon to another plastic-spoon, while Pastor Paine beat a drum-roll from the back of the room.)

Somebody give me some of your reactions.

- Nervous.
- Intense.
- I didn't want to be the one to drop it.

Nobody wanted to fail the other person. I saw some people pass it with a sigh of relief: "Whew! It isn't on me anymore!"

I'd like to introduce today's teacher. He's been working for a long time on this subject. Now, brother Jeff Linger will come up and teach on the Law of Countability.

The Law of Countability.

I was working on this law of countability, and brother Bob Vincent came up to me and saw my notes and said, "You spelled that word wrong. It's 'accountability.'" So I looked it up in the dictionary, and I did find it. I'm think

Countability The ability to count on someone, when and where it counts. To be accountable.

I'd like to touch on the "when" and the "where" of it. Give me a one-word description of what this word means to you.

- Dependable

- Stewardship
- Faithful
- Responsibility
- Sacrifice

Now give me a word that comes to mind when someone doesn't have "countability."

- Selfish
- Complacent
- Lazy

I like when John was sharing in his tape.

- Slack
- Complainer

When someone is "countable", they're someone we can rely on.

Formula:

Is there a magic potion for this? Do we just wake up one day and say, "Wow! I'm Countable!" No, that's not how it works.

- Character
- Competence
- Consistency

These qualities, put together, equals Countability.

Character

What do we have in mind when we think about character? What comes to mind?

- Optimistic

- Core — who they are
- Individualism
- Integrity

The idea is that you look at somebody, and — did you ever see “The Right Stuff”? You’ve got to have the Right Stuff. You’ve got to be living right on the inside, and then it will show on the outside.

When does our character usually build? In the good times, or the bad? Usually it’s in the bad times. When I get a big job at work, and I think “How am I going to accomplish this?” Then I dig down into myself and learn to do greater things.

What are we saying to the team when we make these kinds of statements?

You can count on me. I’m available

You’re not in it alone.

You can count on me.

It’s like the guy who jumps up in the back of the room, hand high in the air, saying “Pick me! Pick me!” That’s the type of attitude that makes us show up early to the job and stay till it’s done.

Don’t leave without me.

Usually, I say that when we’re getting ready to get something to eat.

But what are we saying to the team when we make these kinds of statements?

I’ll do my best, but no promises.

Let me check my schedule.

Now, I know that sometimes that’s legit. We all have busy schedules.

I’ll see.

Well, if the pieces fall together.

I’ve used this one:

Probably, maybe.

What’s that mean?

Probably not.

I remember at 21st Bay, when you came into the Fellowship Hall, that meant that you were available to help. But sometimes I would just peek around the corner and then go upstairs so I wouldn’t be available.

Has anybody ever let us down?

(Lots of hands.)

Has anybody ever said, “Count on me” and then not shown up?

(Some hands.)

How do these scenarios make you feel? How about when you’ve been let down?

- Disappointed
- I lost my trust
- Who can I get to help?
- Disconnected

A lot of times, I’ve been working in the yard, and the numbers of bodies weren’t there. But I’ve got to keep from getting the mindset of, “They’re just lazy. They don’t want to help.” But when I battle that attitude, they start showing up.

But how about when *we* said, “You can count on me” but we don’t show up? How does that make you feel?

- Guilty

I knew I was teaching this morning, and I came in and heard Rod say, “Whew! Seven twenty-eight!” And I hung my head as I thought, “I should have been here earlier.”

How does being countable help the team?

- It helps the team accomplish the goal, and get the job done faster.

Working together as a team, we take the burden off one another. Doesn’t it help to have someone come alongside and ease the burden? As Rod says, “It’s fun when we all do it together.”

- Maintains integrity.

Will was helping me cut down a big tree at my house, and he said, “Usually I do better when I’m working with somebody.” I asked, “Why is that, Will?” He said, “Well, usually they don’t take too kindly when I’m leaning on my shovel while everybody else is working.”

Accountability makes us proud to be part of the team. You wear the team colors with pride.

- Structure: when people are consistent and countable, it adds structure to the team.
- It makes it easier for your team to be chosen over others.

Being able to get the job done. You're self-employed, so your reputation depends on your ability to get the job done. You understand that every job you do takes you to the next job.

- It helps to bring the whole team up higher, because everybody comes up higher.

In your reading, what was Virginia Military Institutes commitment to their team?

- If someone on your team was last up the hill, the whole team had to run it over again.

And what happened if someone on the team got injured? You carried them, right?

What about this one?

Helps other team members stay focused on the job.

If we have that character, consistency, and competence, what a load it takes off the team leader!

How about this one?

Helps other people volunteer

These are huge ideas. How about this one?

Playing above our head brings us to a higher level.

When it's all done, you look back and say, "Wow! I've never played like that before."

This law of Countability, counting on your team and on one another. Let's talk about some things that undermine countability.

- Personal agenda.

I don't think there is anything wrong with an agenda. I'm working with the text team on the IFC. We all have our agendas, but we don't let our agendas take away from our focus. Any others?

- Excuses

- Not showing up
- Lack of structure, or ineffective structure
- It changes the focus when you stop looking at the goal and start looking at uncountable teammates.

Doesn't sin make us want to not show up? There are things that all undermine countability.

Let's talk about when and where it counts. What are some things that people count on you for at your workplace?

- People bring me money, and I can go to jail if something happens to it.
- Students count on me to grade their homework.
- Doctors and patients count on me.
- My command counts on me to properly handle secret and top-secret information.
- I pick up money for the MWR.

And you don't make a McDonald's run in-between picking up the money and dropping it off?

- Students count on me for their personal growth.

I think that's part of the joy of being a teacher.

- At my job, I'm countable for the gear that pilots wear, so I'm countable for their lives.

Also, you're countable for making sure nobody gets through the gate without an ID. I see Nelson sometimes, when I'm late for work. I asked him, "What if I forgot my ID?"

- My dog counts on me. If I don't feed him, he doesn't eat.
- The man is head of the house; he's countable for the souls in the household.
- Cleaning.

Don't you hate that? But there are things we don't like that we still have to be countable for.

- Bills

Boo!

- Having dinner ready after John gets done with a long day at work.

Yeah, he slaves over a hot microwave.

- Consistency.
- Hospitality — making your home welcome to other people.

Ministry

- Testimony
- Growth
- Teaching the whole truth
- Official doctrines of the church

Fellowship

Being there is expected, but what else are we countable for?

- Being encouraging
- Being there to give
- One time I was on my way to fellowship, and I was so angry that I had to pull over and get rid of it.
- Being able to receive in a healthy day.

Sunday is our “big game” day in ministry. We know when it’s coming up, so we should come prepared. Todd counts on us to help minister to people he brings in from the Navy base.

I’ve got a couple more questions to bring up.

What do we want to do to be ready for the “big game”, whatever it is? How do we help ourselves and our brothers? How do we become countable? We want the team to come up to a higher level. We want to ease the burden. We want to take away obstacles. This law of countability is huge. We will succeed or fail based on this law. Everything else really builds on this law. If we have a team that is not reliable, not consistent, does whatever they feel like, we can’t build on that. It’s only a matter of time before it all falls apart. We have to put it in our mind to be countable to ourselves as well as to the team. If we have it in our mind to do that, I believe we will go from good to great. Pastor Paine has given us a vision for the ministry. How is that going to work? By us working together as a team.

Q & A

- Rod Williams

Just to clear things up, when Jeff came in and I said “Seven twenty-eight”, it wasn’t to discourage him; I wanted to encourage him by noticing he was two minutes early.

- While you were a chief in the Navy, how did you hold your team countable?

I set the example, then held people to that example. As a leader, you have to set the bar. Sometimes I had somebody who was kind of average. And sometimes I would use other people and say, “You know, Petty Officer so-and-so is a squared-away sailor. He’s always encouraging; he gets the job done.” I said that hoping the other person would look at those positive attitudes and want to be like them. One thing I never did was to take someone who was not upholding the standards and draw attention to them. The biggest thing is to use positive examples to encourage people.

- Back to the law of the bad apple. What if you’ve got someone on your team who is really good at something that nobody else is good at, but they have a bad attitude?

Is that person a team member?

Yes.

I went to a family reunion, and this kid was a non-conformist. So I used peer pressure. We talked to the other kids and left him kind-of isolated. We got them all together and said, “We’re going to do this and this; what do you think?” And they all said, “Yeah!” And you know what happened? That other kid fell right in line, because he didn’t want to be left out.

I was in one situation in the Navy where this person was a top performer, but his attitude was killing the team. I had a talk with him, and I had to relocate him.

— Jeff Linger

Many times, I come in at work, and the bad attitudes are already there. I come in all cheerful and say, “How are you doing?” and they say, “Same-ole, same-old.” But we have the opportunity to lead people with our conversation. I believe you can change that attitude with your positive attitude. So I say to that “same-ole same-old” person, “No it’s not. Every day we wake up is a new day with new opportunities.” Another person, every other word was a

cuss-word. So I didn't let him start. I walked in and before he got a chance to say anything, I started with "Wow! We had a great worship service on Sunday. Let me tell you about it." And a miracle happened, because I never heard a cuss-word from that person ever again.

— Rod Williams

As leaders, we've got to build on team development. We've got to build the team to the point where we can leave and come back and things are still going well and not destroyed.

I'd like to share with you all. We have a special event coming up this Saturday at 6pm. It's our Chiefs Anchored in Christ third anniversary. I'd like to invite you all to attend. And it would mean a lot to us if you would invite the members of your community. I'm very proud of being a member of that team. You all have a great weekend, and I'm looking forward to being here with you next Saturday as we go over the Law of the Price Tag.