

The Essence of Harmony in the Workplace (or anyplace)



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Essence

es·sence ['esəns]

noun

the intrinsic nature or indispensable quality of something, especially something abstract, that determines its character.

How many therapists does it take to change a light bulb?

❖ Answer:

In other words, unless everyone on the team wants it to get better, it will never get better. Why?

What is the Secret of Life? People are About Relationships - One to Another

- If there is a Secret, it might be **enhancing** the **Quality** of Those Relationships, While You Still Can; Example? o _____78 – Where are you now?
- Fixin' what ain't broke: better to 'leave it lie' or give it a little attention?

One great truth: Conflict is the energy that holds relationship together – work to create positive, eliminate negative: pull the weeds and sow good grass.

❖ Bad or *depleting* conflict behaviors include:

❖ Good or *enhancing* conflict behaviors include:

What do those of each type seem to have in common?

The “holy trinity” for success as a group:

- *Harmony*: A pleasing effect produced by an arrangement of things, parts, or colors. Or, the study of the way in which musical chords are constructed and function in relation to one another. **Remember**: harmony is *not* unison.
- *Synergy*: A combination of two or more substances or agencies to achieve an effect greater than that of which each is individually capable. **Remember**: Great teams aren't necessarily composed of all great players.
- *Mutualism*: A relationship between two organisms of different species that benefits both and harms neither. For example, lichens are a fungus and an alga living in mutualism: The fungus provides a protective structure, and the alga produces a carbohydrate as food for the fungus. **Remember**: each member needs what the other provides and can't produce it on their own.

As Albert Einstein once said:

- “No problem can be solved from the same consciousness that created it. We must learn to see the world anew.”

The following are the references used to make this program possible:

1. **Verbal Judo: Redirecting Behavior With Words** by Dr. George J. Thompson and Dr. Michael J. Stroud, The Verbal Judo Institute, 1984
2. **The One Minute Manager** by Dr. Ken Blanchard and Dr. Spencer Johnson, Berkley Books, William Morrow, New York, New York, 1981.
3. **Whale Done!** By Dr. Ken Blanchard, The Ken Blanchard Company, 2002.
4. **Discovering the Future: The Business of Paradigms**, by Joel Arthur Barker, ILI Press, Lake Elmo, Minnesota, 1985
5. ***"Valuing Relationship"***, a three-part video-based program produced by Griggs Productions, San Francisco, 1994. www.griggs.com
6. **Who Moved My Cheese?** by Dr. Spencer Johnson, Penguin Putnam, Inc. New York, New York, 1998
7. "The Characteristics of a Helping Relationship" by Dr. Carl R. Rogers, (originally presented at the APCA convention in St. Louis, Mo., March 31 – April 3, 1958.)

Presenter information - J. Mark Warren

Is a Training Consultant with the Texas Association of Counties in his hometown of Austin, Texas. Mark retired as a full-time employee on 7/31 came back as a contract trainer for TAC on 9/1/15. His presentations convey a message of inspiration, motivation and new direction and revolve around leadership, interpersonal communication and relationship skills, workplace diversity and professionalism, bridging the generations and customer service excellence.

Mark worked with the TAC Leadership Program and served as the coordinator of its Leadership training from 2002 and County Best Practices from 2009 to 2015.

After graduating from St. Edward's University in 1977, Mark spent 23 years with the Texas Department of Public Safety, retiring in 2000 as the Assistant Commander of the Training Academy in Austin.

From December 2015 through August 2017, Mark presented a series of presentations on verbal de-escalation with the Texas Police Association for the Department of Public Safety and law enforcement and criminal justice professionals across Texas.

For more information on Mark's presentations, please visit www.county.org, Member Services, Education and Training, Special Presentations, or www.jmarkwarren.com.

