

**welcome!** **THE TRAINING WILL BEGIN SHORTLY**  
While you're waiting...

**Icebreaker Question**  
What is the best leadership advice you have ever received?  
*Please enter your answer in the Chat.*

**Recording & Resources**  
Sent to your registration email within the next 2 days.

**Survey & Certificate of Completion**  
Available following the training.

**CONNECT WITH US!**  
[caltrin.org](http://caltrin.org) | [twitter.com/cal\\_trin](https://twitter.com/cal_trin)  
[facebook.com/caltrin](https://facebook.com/caltrin) | [linkedin.com/company/caltrin](https://linkedin.com/company/caltrin)

---

---

---

---

---

---

---

---

1

## Housekeeping

- This presentation is being recorded.
- Locate the controls on the toolbar at the bottom of your screen.
- Access the presentation slides now! The link can be found in the chat.
- When using the chat, please reply to all panelists and attendees (when appropriate and within comfort level).
- A brief survey will be available after the training.
- A follow-up email will be sent to all participants within 2 days.

---

---

---

---

---

---

---

---

2

## Hi, We're CalTrin!

**Who we are**

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to provide training to FRCs and CAPCs
- We support child abuse prevention in California through professional development and extended learning.

**What we offer**

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources

This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CTRIC, CalTrin and do not necessarily reflect the views of the California Department of Social Services.

---

---

---

---

---

---

---

---

3

# UPCOMING TRAININGS

mark your calendars!

Visit [caltrin.org](http://caltrin.org) to view the full training calendar and self-paced online training options

 01/20   Historical & Racial Trauma	 02/10   Parenting Traumatized Infants & Toddlers: Myth vs Fact 0-5
 02/02   The Hidden Biases of Good People	 02/16   Calming the Storm: Foundational Skills in De-escalation
 02/03 – 03/24   Protective Factors Deep Dive Small Group Series	 02/18   Introduction to Motivational Interviewing

4

---

---

---

---

---

---

---

---

---

---



## Stronger Together: Building Resilient Teams

Presenter: **Jessica Mattly, MBA**

RCHSD is not responsible for the creation of content and any views expressed in its materials and programming.



5

---

---

---

---

---

---

---

---

---

---



## Speaker SPOTLIGHT



**Jessica Mattly, MBA**  
CalTrin Training Coordinator & Facilitator

- Worked for First 5 San Diego in 2009
- Training & Leadership Development for global corporation
- SDSU Global Campus Instructor
- Certified Trainer
  - Bringing the Protective Factors to Life Framework to Life in Your Work, CTFAlliance
  - Standards of Quality for Family Strengthening and Support, NFSN

RCHSD is not responsible for the creation of content and any views expressed in its materials and programming.

6

---

---

---

---

---

---

---

---

---

---

**ACTIVITY**

- Change can feel unnatural
- Change can feel uncomfortable
- Change is possible with time, patience and effort.



7

---

---

---

---

---

---

---

---

**Training Agenda**



REVIEW J-CURVE CHANGE THEORY MODEL



EXPLORE THE TEAM DEVELOPMENT MODEL



ACTION PLAN FOR GROWTH + RESILIENCY

8

---

---

---

---

---

---

---

---

**Breakout Networking (4 mins)**

- Name and organization
- Years in leadership role
- How many staff you support
- What advice would you give a new leader on their first day?



9

---

---

---

---

---

---

---

---

## J-Curve Change Theory

Getting to the top of the mountain



10

---

---

---

---

---

---

---

---

### Origins

- 1969 Elizabeth Kubler-Ross identified 5 stages of grief that did not follow a linear path.
- Model used in many industries, began to grow in popularity and interest when applied to change management
- Discusses the path that an individual, team or organization takes in the face and process of a new process or change



11

---

---

---

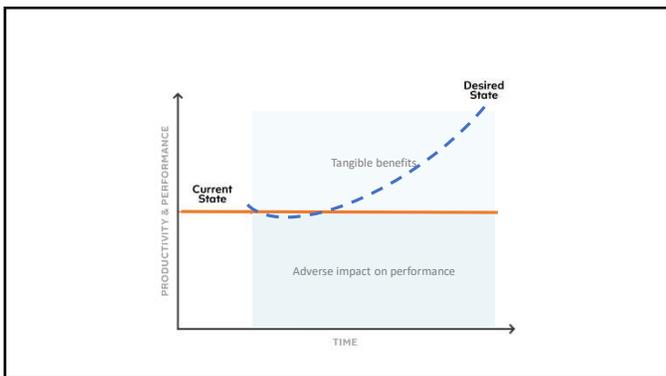
---

---

---

---

---



12

---

---

---

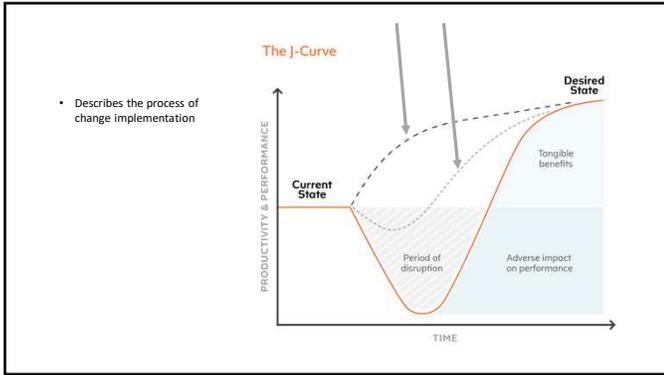
---

---

---

---

---



13

---

---

---

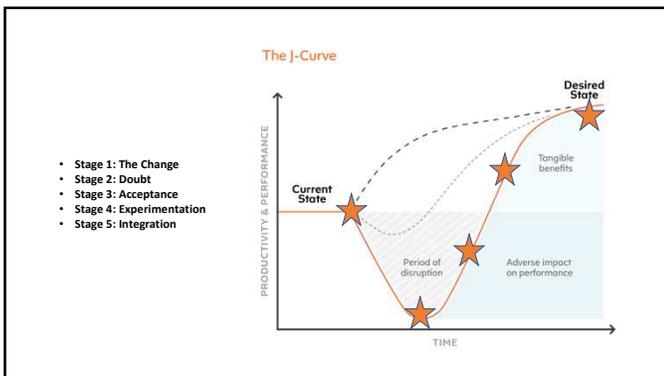
---

---

---

---

---



14

---

---

---

---

---

---

---

---

Reminder...

Everyone on the team experiences change differently

Everyone on the team has a mission-critical role for supporting a successful change

The image shows a rowing team from behind, rowing a boat on a calm body of water. The team is wearing orange shirts and is in a synchronized rowing motion. The background shows a shoreline with trees under a clear sky.

15

---

---

---

---

---

---

---

---

Choose a shape that represents you at work

16

---

---

---

---

---

---

---

---

**Respond to the following:**  
 Introduce yourself  
 Why did you choose this shape?  
 How does the shape represent you at work?  
 What are some attributes of the shape you've chosen?

17

---

---

---

---

---

---

---

---

**Box (Square):** Hard worker, dependable, detail-oriented, collector of data, likes to work independently  
**Triangle:** Upwardly mobile, shows leadership qualities, energetic, task and results oriented  
**Rectangle:** A shape in transition, can't decide what shape it wants to be, explorer, risk-taker  
**Circle:** Interested in harmony, wants people to feel good about themselves, nurturer, people pleaser  
**Squiggle:** Innovative, unique, can be a bit disorganized, multi-tasker, likes several things going at once.

Based on your shape profile, what challenges and strengths might you experience throughout the change process?

18

---

---

---

---

---

---

---

---

### J-Curve Key Takeaways

- J-Curve is a process which impacts each individually differently
- Helping individuals understand their unique role through the change process helps them view how mission-critical their participation is in the process.
- The purpose is not to avoid resistance to change, it's to manage the resistance we feel



19

---

---

---

---

---

---

---

---

### Tuckman's Theory of Group Development



20

---

---

---

---

---

---

---

---

### Tuckman's Theory of Group Development



- Based on observations of group behavior in different settings
- Describes the different phases groups need to go through to grow as a team.
- Stages represent the necessary and inevitable stages from facing challenges, tackling problems, finding solutions and planning work to ultimately delivering results as a team.

21

---

---

---

---

---

---

---

---

## 1. Forming

- Team members are newly formed
- Unclear purpose; team members getting to know each other through socialization
- Strong guidance is needed to clearly define tasks for group and individuals.
- **Goal:** Setting a clear and shared vision; get to know each other



22

---

---

---

---

---

---

---

---

## 1. Forming Activity

- **Breakout Activity:** Tell a story
- **Rules:**
  - Only one person can speak at a time, the others must listen only
  - After each story: 1 thing you found interesting, 1 follow up question



23

---

---

---

---

---

---

---

---

## 2. Storming



- Team members are resisting the change process, lack participation, experiencing differences of feelings or opinions
- Giving/receiving feedback; encouragement
- **Goal:** Problem-resolution and empowerment

24

---

---

---

---

---

---

---

---

## 2. Storming Activity



- **Group Activity: Problems in the palm of your hand**
- Start by placing a problem you're having into the palm of your hand...

---

---

---

---

---

---

---

---

25

## 3. Norming

- Team members find rhythm and alignment; cohesion
- Purpose and goals are well understood
- Individual and group recognition
- Providing meaningful learning and development opportunities



---

---

---

---

---

---

---

---

26

## 3. Norming Activity

- **Activity:** What is your recognition love language? How do you like to be recognized by your employer individually and as a team?



---

---

---

---

---

---

---

---

27

### 4. Performing



- High productivity; confident and empowered team members able to work with little/no direction or oversight
- Coaching vs. management approach
- Encourage decision-making and problem-solving

28

---

---

---

---

---

---

---

---

### 4. Performing Activity



- **Strengths:** What do you do well? What do others see as your strengths?
- **Weaknesses:** What could you improve? Where do you have fewer resources/knowledge than others?
- **Opportunities:** What meaningful opportunities and resources are open to you? What are your goals?
- **Threats:** Think about things that, if they were different, would help you move closer to achieving your goals. What are they?

29

---

---

---

---

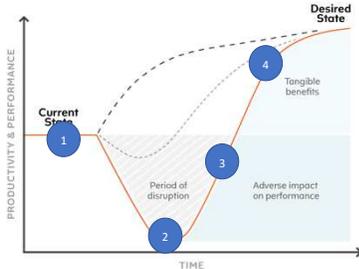
---

---

---

---

The J-Curve



- A) Storming
- B) Performing
- C) Norming
- D) Forming

30

---

---

---

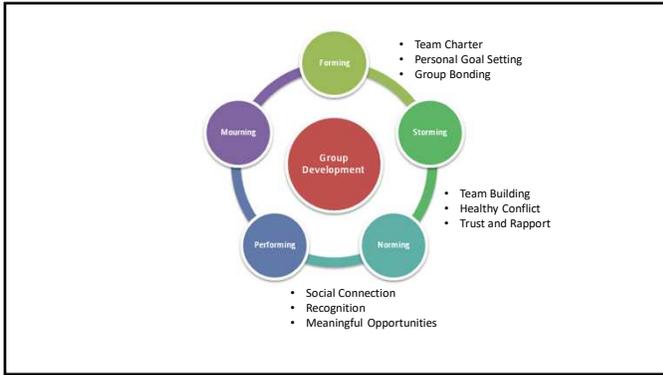
---

---

---

---

---



31

---

---

---

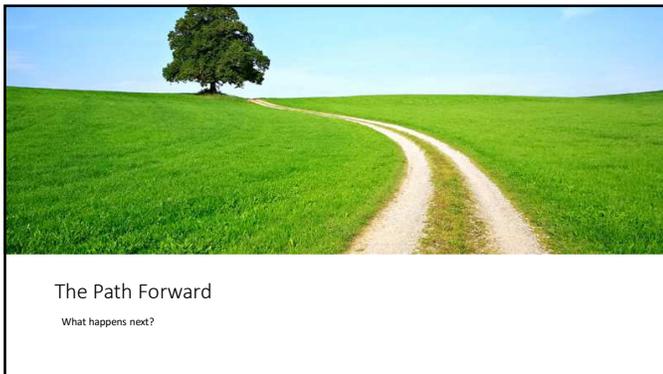
---

---

---

---

---



32

---

---

---

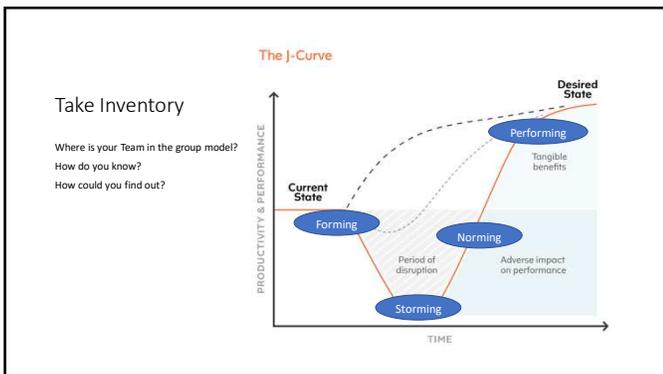
---

---

---

---

---



33

---

---

---

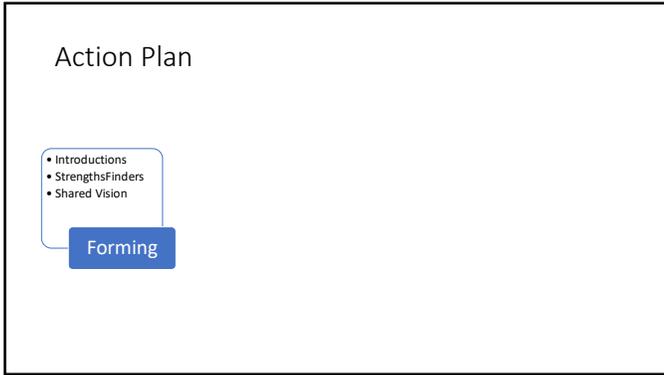
---

---

---

---

---



34

---

---

---

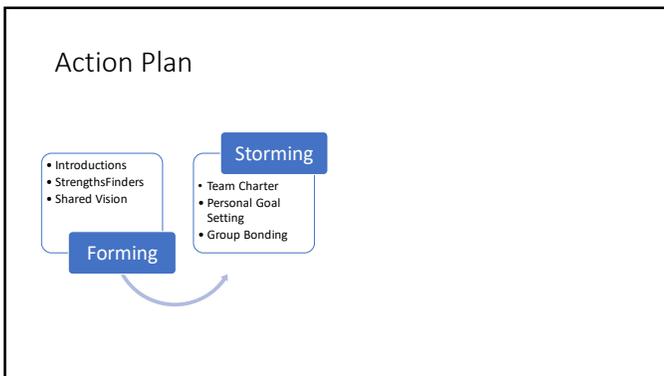
---

---

---

---

---



35

---

---

---

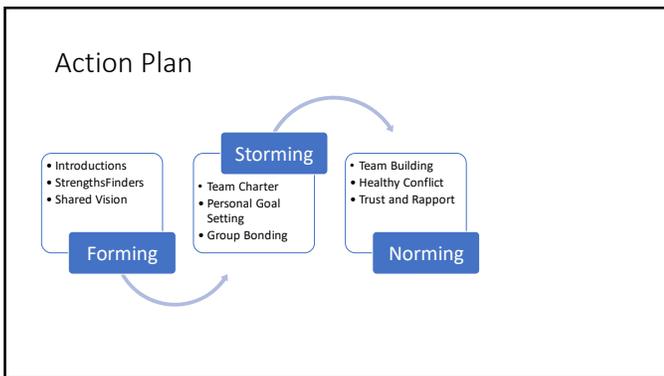
---

---

---

---

---



36

---

---

---

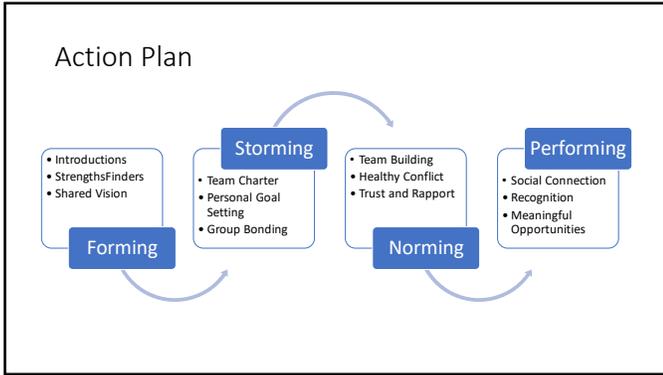
---

---

---

---

---



37

---

---

---

---

---

---

---

---

### Greatest Takeaway

- Idea
- Thought
- Inspiration
- Realization
- Perspective Shift

38

---

---

---

---

---

---

---

---

Thanks for joining us!

## WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*

**STAY CONNECTED FOR MORE FREE TRAINING & RESOURCES!**

[caltrin.org](http://caltrin.org) | [info@caltrin.org](mailto:info@caltrin.org)  
[twitter.com/cal\\_trin](https://twitter.com/cal_trin) | [facebook.com/caltrin](https://facebook.com/caltrin) | [linkedin.com/company/caltrin](https://linkedin.com/company/caltrin)

39

---

---

---

---

---

---

---

---