

People Skills for People Professionals

Regional Training Series 2025

Scott Marks, MSW

A Little Housekeeping

- 2 Hours, then 1 Hour of Lunch, Then Another 2 hours! Done by 3!
- Satisfies 4 hours of annual training for DSPs, Supervisors and CEO/DOOs!
- Satisfies '30 Day' Empathy Training.
- Certificates will be emailed following the training (so make sure to sign in!)
- We will be putting up presentation and 1-page resources following the training.



FLSX

PROS FILLING IN THE BLANKS

Discover the Frontline Supervisor Experience (FLSX)!

Join fellow Frontline Supervisors for an empowering experience where your voice matters! Share your insights and feedback directly with the Ohio Department of Developmental Disabilities (DODD) and system partners to help shape the future of recruitment, retention, job satisfaction, and career growth in the field.

This FLSX is sponsored by Ohio DODD & facilitated by OADSP.





Don't miss out! Scan the QR code to register for in-person regional meetings.
Meeting locations include **Cincinnati, Ohio** (12/1/2025); **Toledo, Ohio** (12/2/2025); **Columbus, Ohio** (12/10/2025); and **Cleveland, Ohio** (12/17/2025).
Choose from morning or afternoon session times!



**Department of
Developmental
Disabilities**



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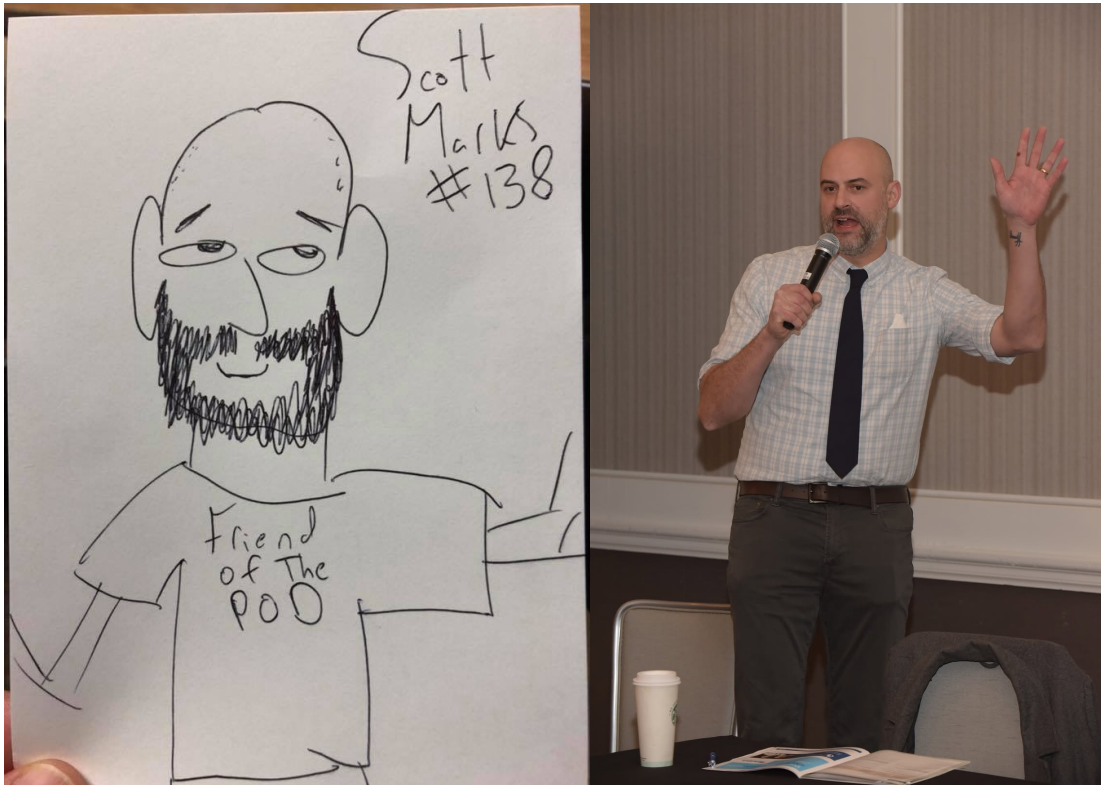
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It's Me. Hi.



-Social Worker From NY

-OPRA VP

-Work in children's services, transition, ADS & Employment services.

-Taught Trauma-Informed Care at CSCC.

-Focus on community development, person-centered planning, strategic planning and professional development.

-Here to talk about people skills for people pros!!!

On the Agenda Today...

- Team-Building & Conflict-Resolution
- Empathy-Based Leadership & Communication
- Start With Why & Value-Based Leadership
- Person-Centered Planning & Trauma-Informed Care
- Trivia and Fun!

What Ties All Of These Ideas Together???



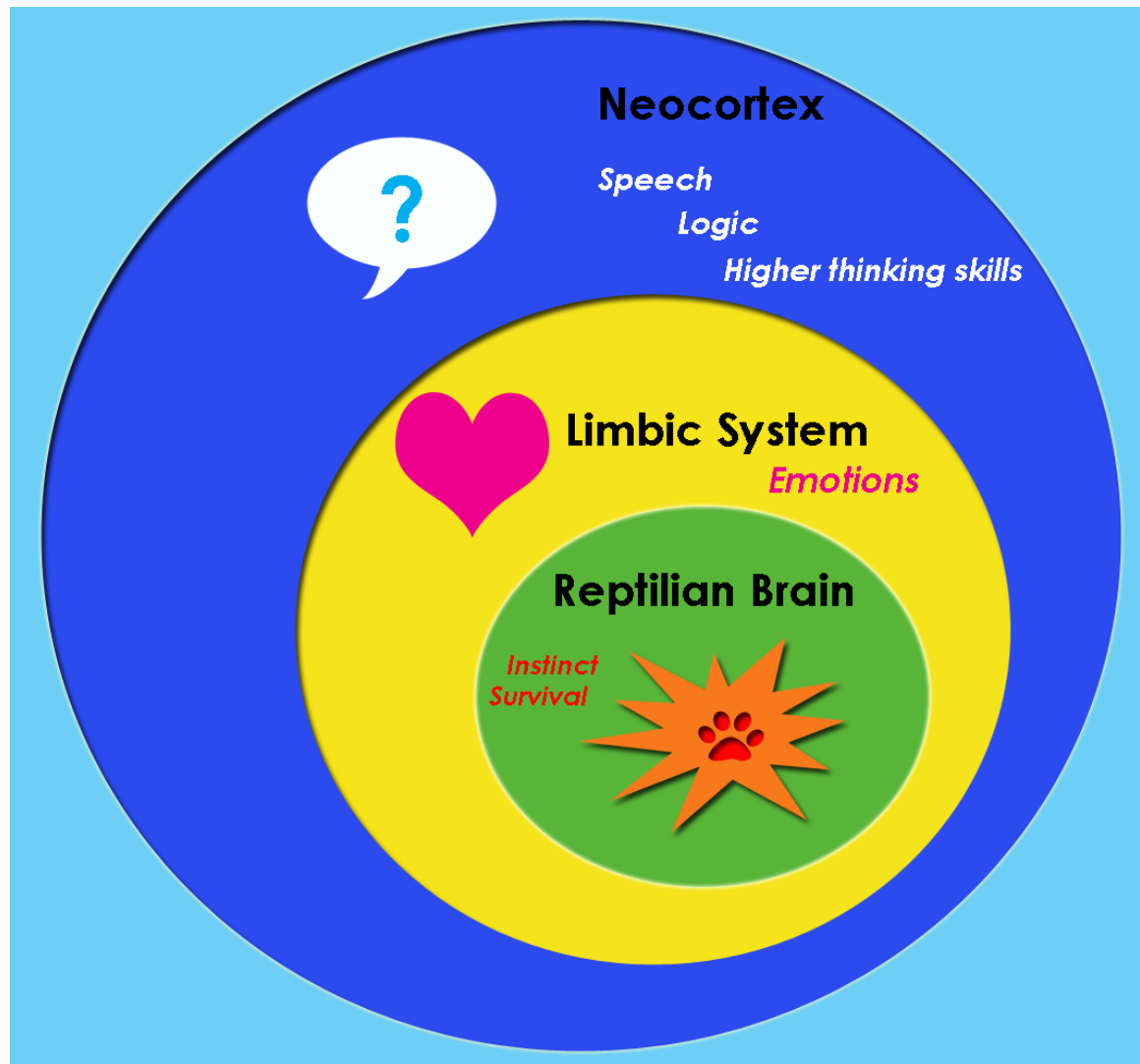
Trust



Psychological Safety

psychsafety.com

is it safe?



“Trust is the confident belief that someone or something will act with integrity, reliability, and care — even when you’re vulnerable or uncertain.”

The Distinction

Trust is *personal and directional*.

It's about **how I feel toward you**.

"I trust *you* to keep your word."

"I trust *you* to tell me the truth, even when it's uncomfortable."

Psychological safety is *collective and environmental*.

It's about **how safe I feel here**.

"In this team, I can speak up without fear of embarrassment or punishment."

"In this environment, mistakes are seen as opportunities to learn."

2 Primary People Goals



Build Trust

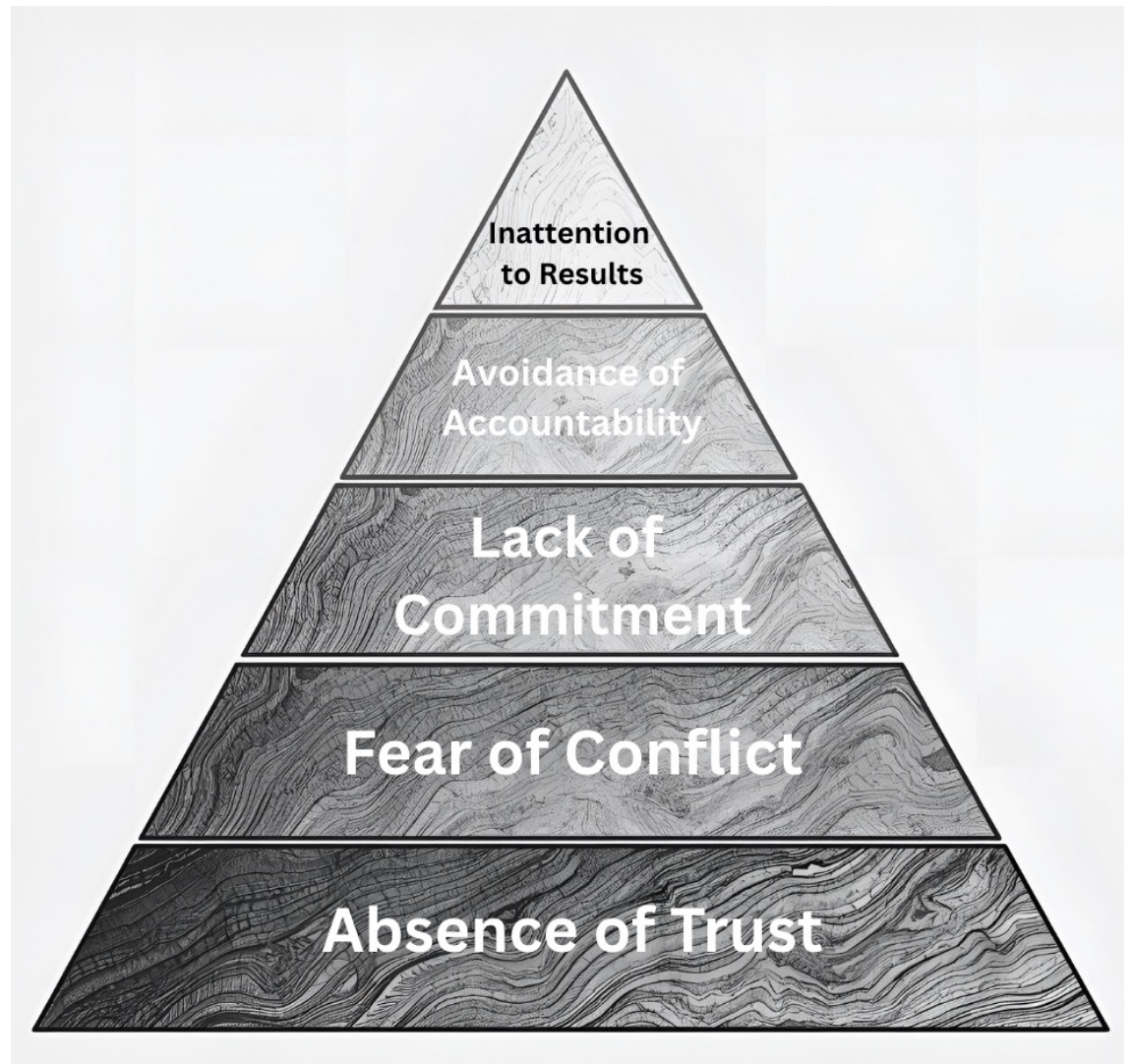


Establish Safety

Part 1: Team-Building and Conflict Resolution



The 5 Dysfunctions of a Team



Pick a Super-Power

- Time Travel
- Flying
- Future Vision
- Technological Genius
- Mind Reading
- Invisibility
- Shape-shifting
- Super Speed
- Healing
- Super Strength
- Force Fields
- Telekinesis



“A team is a group of people who are mutually dependent on one another to achieve a common goal.”

A Couple More...











Some of my Favorite Teams



"THE DUNK"

Classic Moments













A team is defined as a **group of people who perform independent and/or interdependent tasks to work toward accomplishing a common mission or specific objective.**

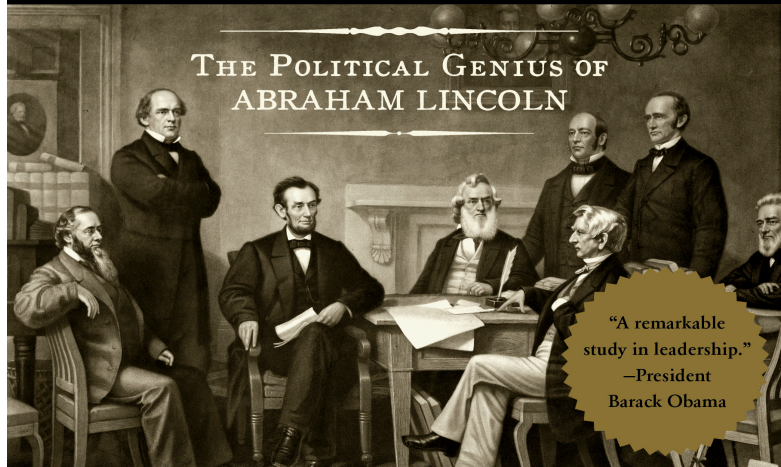


NOW A MAJOR MOTION PICTURE—*LINCOLN*
FROM STEVEN SPIELBERG

TEAM OF RIVALS

WINNER OF THE LINCOLN PRIZE

THE # 1 *NEW YORK TIMES* BESTSELLER



THE POLITICAL GENIUS OF
ABRAHAM LINCOLN

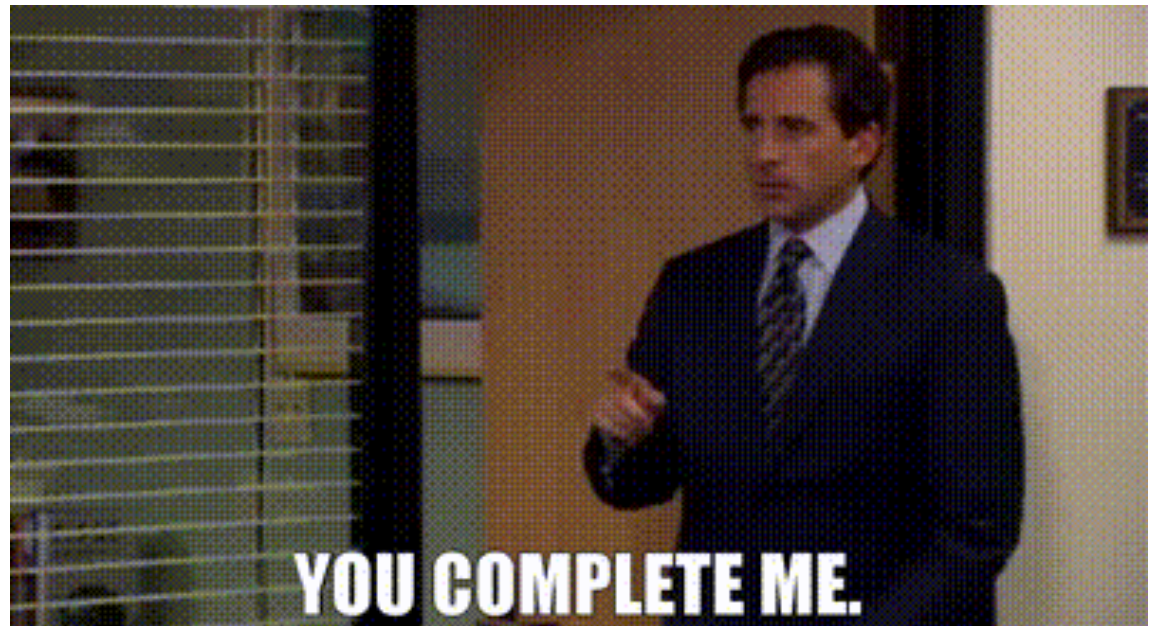
"A remarkable
study in leadership."
—President
Barack Obama

"An elegant, incisive study. . . . Goodwin has brilliantly described
how Lincoln forged a team that preserved a nation and freed America
from the curse of slavery." —James M. McPherson

DORIS KEARNS GOODWIN

WINNER OF THE PULITZER PRIZE

Great Teams
Compliment
and
Complement

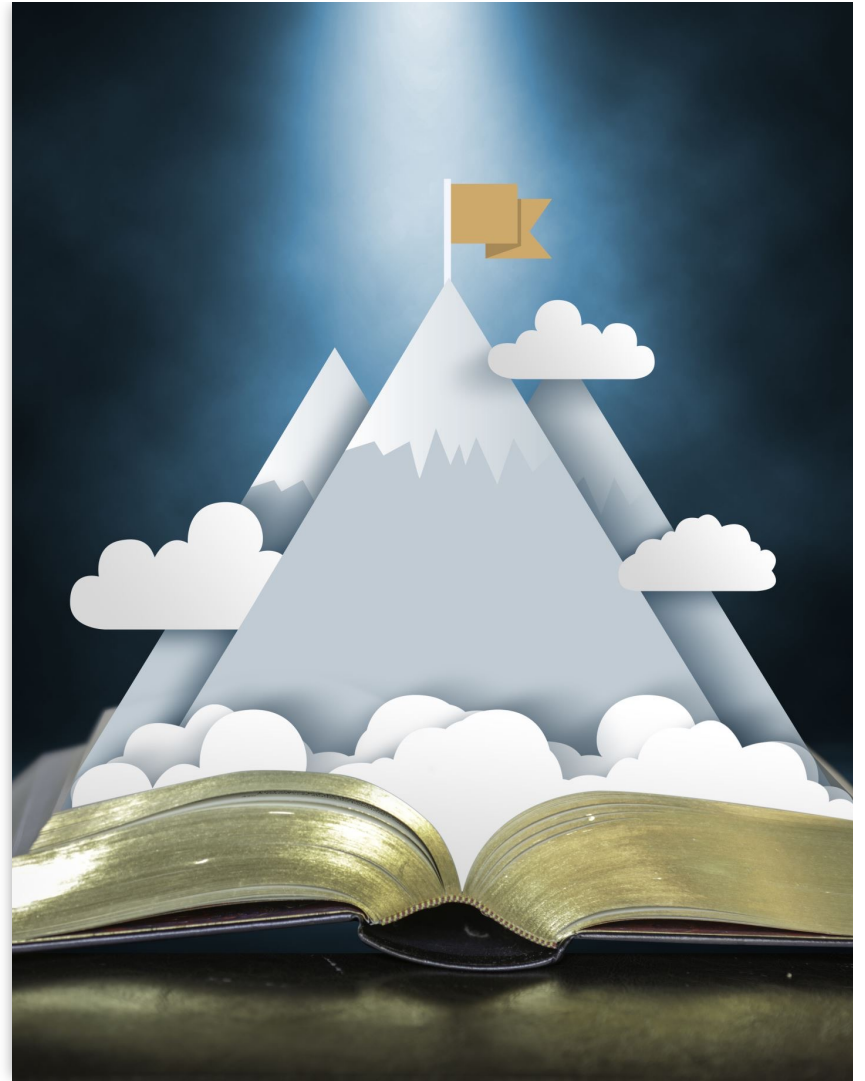


Pick a Super-Power

- Time Travel
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Visionaries (Dreamers & Creatives)

- **Superpowers:** Time Travel, Future Vision, Invisibility
- **Traits:** Imaginative, forward-thinking, introspective, often focused on possibilities and ideas.
- **Why It Fits:** These superpowers align with people who think outside the box and are fascinated by understanding unseen forces or future outcomes.



Adventurers (Action-Oriented & Bold)

- **Superpowers:** Flying, Super Speed, Shape-shifting
- **Traits:** Energetic, thrill-seekers, adaptable, and daring.
- **Why It Fits:** These people are all about freedom and exploration, often wanting to push boundaries and experience life fully.



Protectors (Caring & Supportive)

- **Superpowers:** Healing, Super Strength, Force Fields
- **Traits:** Nurturing, loyal, and driven by the desire to safeguard others.
- **Why It Fits:** These superpowers represent those who prioritize helping and protecting their loved ones or communities.

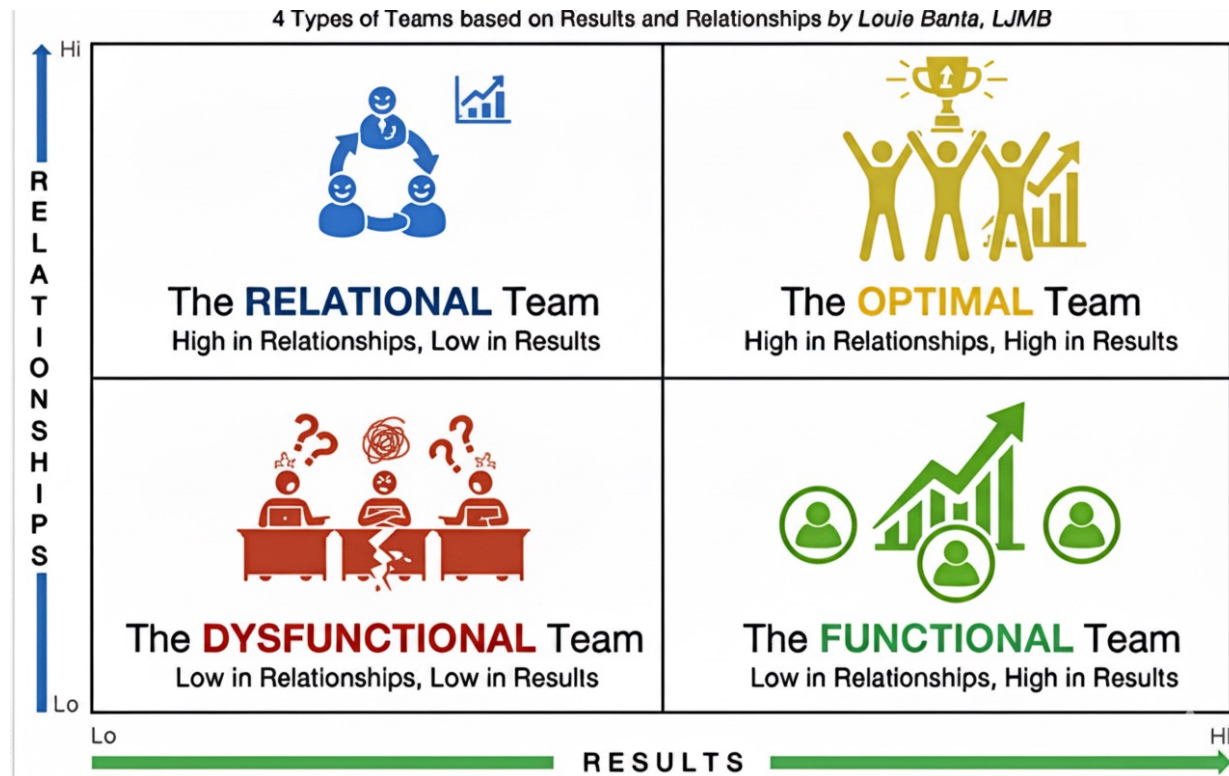


Strategists (Practical & Analytical)

- **Superpowers:** Mind Reading, Telekinesis, Technological Genius
- **Traits:** Intelligent, logical, problem-solving, and curious.
- **Why It Fits:** These people love understanding and mastering their environment, solving puzzles, and excelling at efficiency.



Optimal Team Model





The **DYSFUNCTIONAL** Team
Low in Relationships, Low in Results

2011 Boston
Red Sox:
The “Chicken
and Beer”
Team





The **RELATIONAL** Team
High in Relationships, Low in Results

1999-?
Cleveland
Browns:
Factory of
Sadness





The **FUNCTIONAL** Team
Low in Relationships, High in Results

New England Patriots Brady and Belichick Era





The **OPTIMAL** Team
High in Relationships, High in Results

AFC Richmond – Ted Lasso



Lessons Learned and Tips for Teams

Clarity
Commitment
Contribution
Conflict
Celebration



A Vision for Success



Shared Experiences Enhance Relationships



Comfortable with the Uncomfortable



Conflict as Opportunity for Growth



Everyone Contributes



Take One for the Team



Celebrate Each Other and Your Successes



Conflict

When there is trust, team members are able to engage in unfiltered, **constructive debate**.

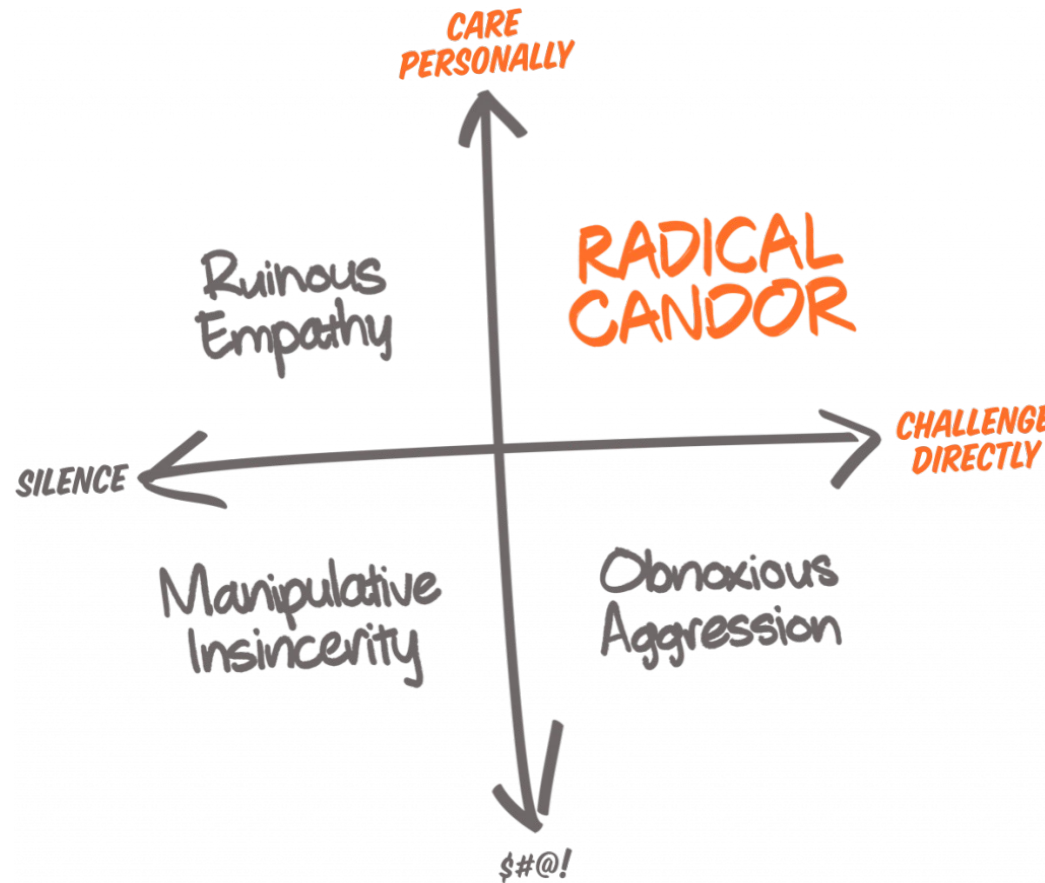
Healthy conflict focuses on concepts and ideas to produce the best possible solution.

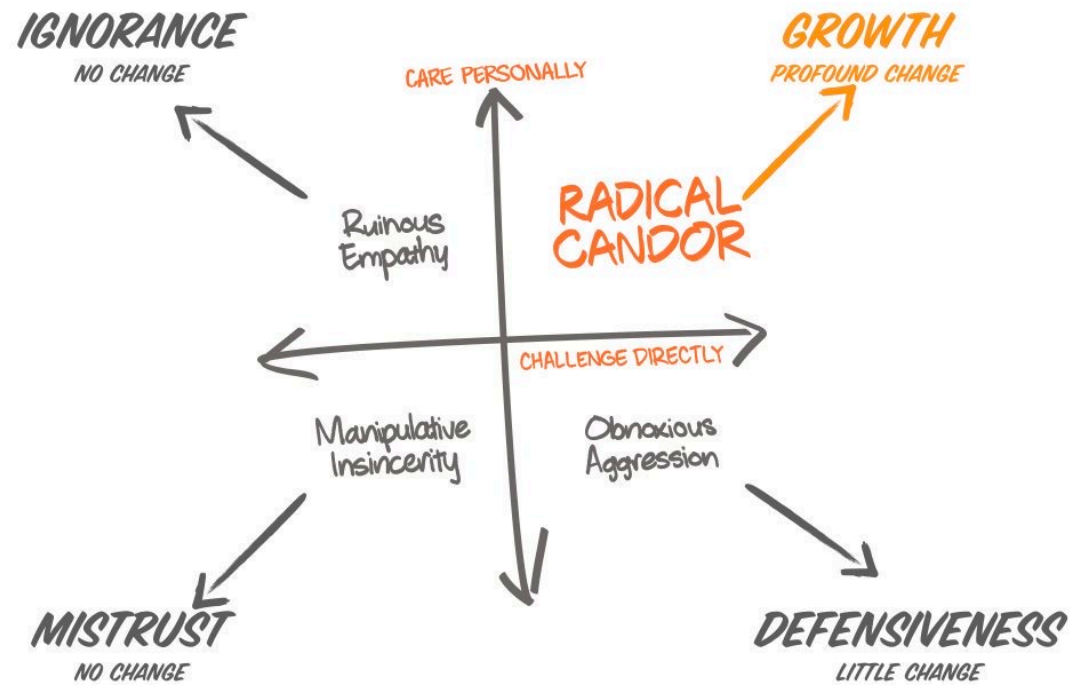
“You go to a meeting and you can disagree all you want, but at the end of that meeting you will commit and walk out of the room on the same page.”

Patrick Lencioni



“Conflict resolution is **the process of ending a dispute and reaching an agreement that satisfies all parties involved**. Since conflict is an essential part of being human, effective conflict resolution is not designed to avoid disagreements.”







High Conflict vs Healthy Conflict



Healthy Conflict

- **Definition:** Productive tension that helps people learn, clarify, and improve ideas or relationships.
Purpose: To solve problems, deepen understanding, and move forward together.
Tone: Curious, respectful, and focused on *issues* rather than *people*.
- **Looks like:**
 - Disagreeing with the goal of finding truth or the best solution
 - Asking questions and listening actively
 - Expressing emotion, but with self-control
 - Using “I” statements (“I see it differently because...”)
 - Assuming good intent — *we’re on the same team*
- **Outcome:** Greater clarity, innovation, and stronger trust over time.

High Conflict

- **Definition:** Destructive tension driven by identity, ego, or emotion rather than problem-solving.
Purpose: To win, defend, or punish — not to understand.
Tone: Defensive, accusatory, and personal.
- **Looks like:**
 - Seeing the other side as *the enemy*
 - Interrupting, escalating, or stonewalling
 - Using blame, generalizations, or moral superiority (“You always...” “You never...”)
 - Rumination, gossip, or coalition-building outside the conversation
 - A cycle that drains energy and polarizes
- **Outcome:** Damaged relationships, eroded trust, and stuck systems.

BIFF Method

- **Brief:** Keep your response short and to the point, avoiding lengthy explanations that could further escalate the situation.
- **Informative:** Focus on providing clear and relevant information related to the issue at hand, without getting sidetracked by personal attacks.
- **Friendly:** Maintain a polite and respectful tone, even when dealing with hostility.
- **Firm:** Clearly state your position or boundary, while remaining non-threatening and assertive.

Scenario: A colleague repeatedly asks you to cover their shifts without reciprocating.

Response:

- **Brief:** "I understand you're in a bind."
- **Informative:** "Unfortunately, I'm unable to cover your shift this time due to my own commitments."
- **Friendly:** "I hope you're able to find someone else to help out."
- **Firm:** "I won't be able to assist this time, but I wish you luck in finding coverage."

Scenario: A coworker tries to involve you in office gossip.

Response:

- **Brief:** "Thanks for sharing."
- **Informative:** "I prefer to stay focused on the tasks at hand and not get involved in personal discussions about others."
- **Friendly:** "I'm sure we can use our time more productively."
- **Firm:** "I won't discuss this further, but let's collaborate on the project we're working on."

A Life-Changing Tool That Millions of
People Can't Stop Talking About

THE LET THEM

THEORY
Mel Robbins

New York Times Bestselling Author

ONLY FROM
audible

Let Them, Let Me...

“Let Them” = Accept you can’t control other people. If they don’t support you, see your value, or act how you’d like, *let them*. That’s about their perspective, not your worth.

“Let Me” = Focus back on what you *can* control — your own choices, your own contributions, your own integrity.

Let Them Theory...

1. De-escalating frustration:

- If one team member dismisses another's contributions, instead of spiraling into resentment or trying to force validation, the response can be: *"Let them."*
- It removes the power struggle and lowers emotional heat.

2. Focusing on self-worth and role clarity:

- Each person can practice *"Let me do my job well, let me be clear about my value, let me show up in a way I'm proud of."*
- This grounds individuals in their own responsibility instead of blaming others.

3. Reducing judgment loops:

- Teams often get stuck in cycles of "they don't respect me / they don't work as hard as me."
- The *"Let Them"* piece is a reminder: you don't have to carry or control others' judgments.

4. Modeling mutual respect:

- Ironically, when people stop fighting for validation, they often gain respect.
- Training application: role-play what it looks like when one person says, *"Let them"* (letting go of control) and *"Let me"* (refocusing on their best contribution).

For Reflection...



Think Back:

- Recall a time recently when you felt dismissed or undervalued on this team.
- How would it have felt to say internally, *“Let them”*?

Shift the Focus:

- What’s one *“Let me”* you can practice in that situation?
 - Example: *“Let me stay calm.”*
 - *“Let me keep contributing with clarity.”*
 - *“Let me ask for what I need directly.”*

Team Challenge:

- If everyone on this team practiced *“Let Them / Let Me”* this month, what would change about how we work together?