

## **SHIFT Team POWs to WOWs**

### **Team Exercise – Leadership Guide**

Unfortunately, there will be times when POWs hit the team despite all of your best efforts. When the circumstances warrant a team approach, using the *SHIFT* steps – deliberately and consistently – helps each individual get to WOW much quicker. It's best to teach the team how to use the *SHIFT* steps when they aren't experiencing the negative consequences of a POW, so I recommend completing this exercise at a team meeting.

At the end of this exercise, team members will be able to:

- ◆ Review the definition of POW and WOW.
- ◆ Describe the “why” behind shifting POW to WOW.
- ◆ Explain *SHIFT* steps and how a team can use them.

To save you time and make this easy, there are two options for facilitating this exercise:

1. Plug & Play – At your next team meeting, simply play a video I've already created and let me facilitate for you.
2. Plan & Present – Use the Leader's Guide below to adapt the exercise to your needs and facilitate the meeting yourself.

**Materials:** White board or flipchart and markers

#### **Review the definition of POW and WOW.**

- ◆ POW – something internal or external that feels like a heavy blow.
- ◆ WOW – something internal or external that makes you feel satisfied, energized or productive.

#### **Describe the why behind shifting POWs to WOWs.**

- ◆ The *SHIFT* steps are a tool to manage your response to POWs that are out of our control.

#### **Explain the SHIFT steps and how a team can use them.**

*SHIFT* is an acronym for a series of steps that can be used to transform any POW to a WOW. It simplifies the process of changing ineffective, detrimental thought patterns and actions into positive, beneficial thought patterns, actions and habits. It works well with individuals or teams.

What does *SHIFT* stand for?

**Stop** and breathe – Deep breathing promotes relaxation and gives people time to collect themselves when they've been hit with a POW.

**Harness** knee-jerk reactions – Negative responses only multiply the stress, anxiety and trouble created by the POW.

**Identify** and manage negative emotions – Acknowledge challenging situations, let people share their feelings, suggest various coping mechanisms and encourage them to help each other create more positive emotions.

**Find** new options – Proactively deal with the POW rather than reactively deal with habitual knee-jerk reactions and negative emotions; having a choice helps people feel in control. Ask three questions:

1. What have we done in the past when hit with a POW like this?
2. What would someone we admire do in a similar situation?
3. What would someone who is objective do to shift this POW to a WOW?

**Take** one positive action – Which option will produce the best results for managing the effects of the POW?

When a POW hits the team, anyone can take the initiative to gather the group and go through the steps together. This might be done in a quick huddle or in a longer team-meeting setting. The bigger the POW, the more time you will need.

To download and print an 8.5" x 11" worksheet, go to [www.ProfessionalParadise.com](http://www.ProfessionalParadise.com) and click on *SolutionSHIFT Guide*.

### Summarize

- ◆ We all experience POWs at work every day.
- ◆ Shrink those that are within your control.
- ◆ Work together with others outside your department to shrink bigger POWs.

If you can't change the POW, change your response using the SHIFT steps – as a team or individually.

