



**Campus Planning and
Facilities Management**

Teamwork & Communication Tools

Teamwork & Communication Tools

This booklet introduces core principles and frameworks to enhance clarity, collaboration, and team performance. It offers shared language and practical tools for personal growth, leadership development, and organizational success, helping create an environment where everyone can thrive.

1. Mission, Vision, and Core Values
2. 5 Voices
3. The Core
4. Maximizing Team Performance
5. Peace Index
6. 70/30
7. 5 Circles of Influence
8. Know Yourself to Lead Yourself
9. Support/Challenge Matrix
10. 5 Gears
11. Communication Code
12. The Influence Model
13. Developing Others
14. Pit of Despair
15. Change Equation
16. Overcoming Resistance
17. Go to the Source
18. Provisional Plan Promise
19. Simplicity Triangle

Mission, Vision, and Core Values Statements



Mission

We plan, build, maintain, and operate the infrastructure that supports the University's mission of exceptional teaching, discovery, and public service. As stewards of a physical legacy, we enable the university community to achieve its potential by providing a campus that is safe, clean, beautiful, inspiring, and environmentally responsible.



Vision

We aspire to provide world-class facilities that support the University's vision of becoming a preeminent and innovative public university. We strive to be an organization that everyone wants to work with by creating a culture of open communication, transparency, and high employee morale.



Core Values

We value:

Collaboration - Teamwork, Engagement, Mutual Support

Service Excellence - Timeliness, Flexibility, Dedication

Diversity - Cultures, Perspectives, Expertise

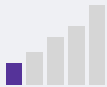
Problem-Solving - Adaptability, Creativity, Innovation

Stewardship- Environmental Sustainability, Fiscal Responsibility, Efficiency, Design Excellence

5 VOICES



Nurturer

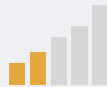


Champion of...
People, relational
harmony, and values

43%
of the population

Present Oriented

Creative



Champion of...
Future ideas,
innovation, and
organizational integrity

9%
of the population

Future Oriented

Guardian



Champion of...
Due diligence,
resources, and efficient
systems and processes

30%
of the population

Present Oriented

Connector



Champion of...
Relational networks,
collaboration, and
effective communication

11%
of the population

Future Oriented

Pioneer

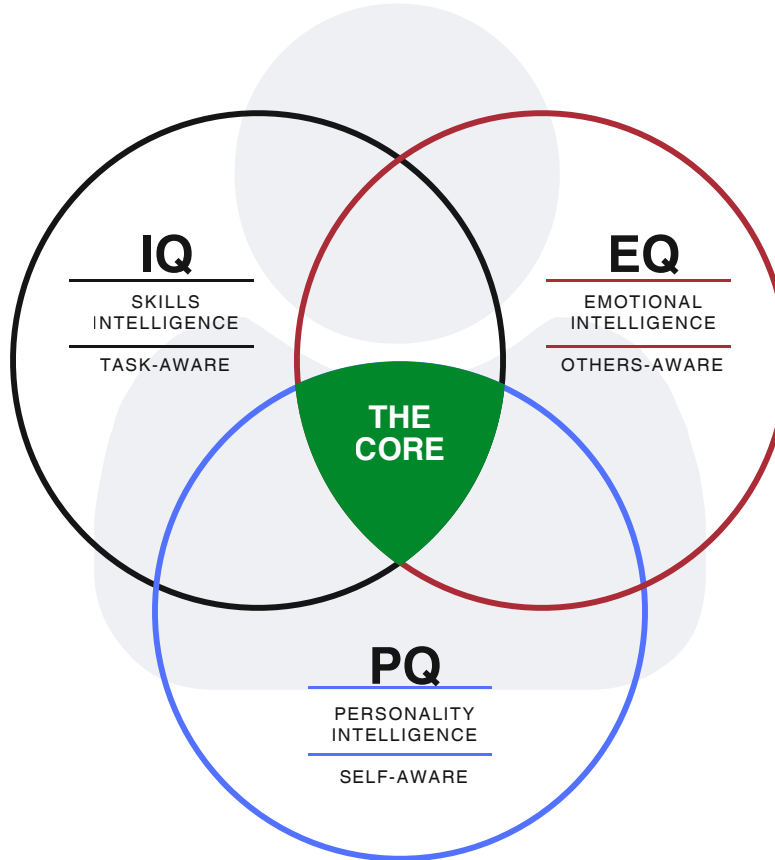


Champion of...
Strategic vision, results-
focused, and problem-
solving

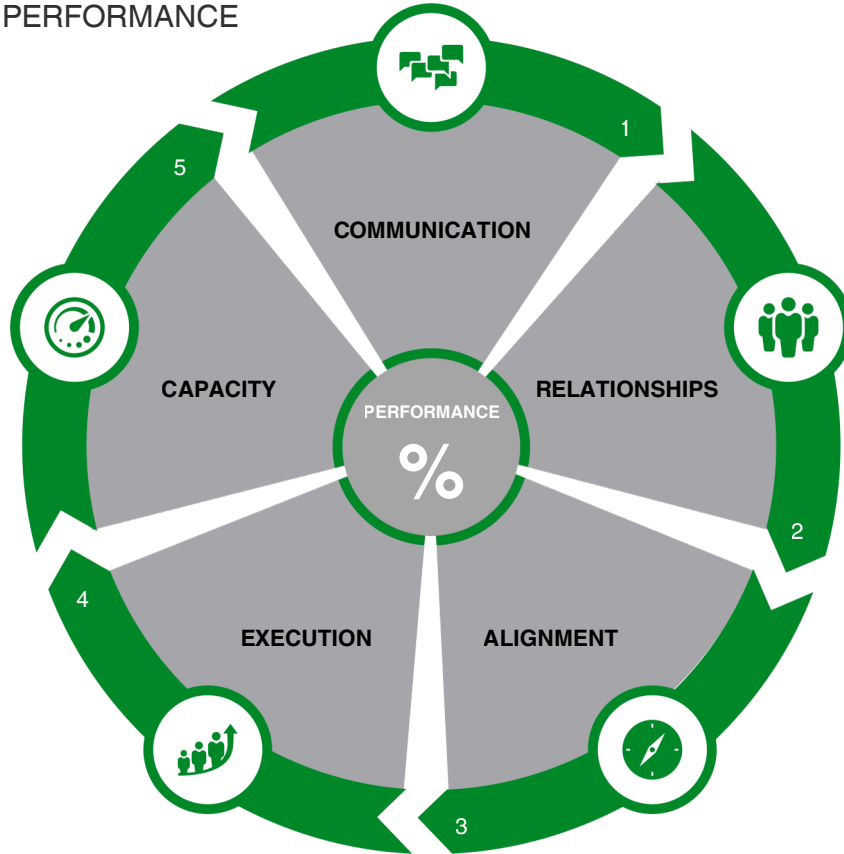
7%
of the population

Future Oriented

THE CORE



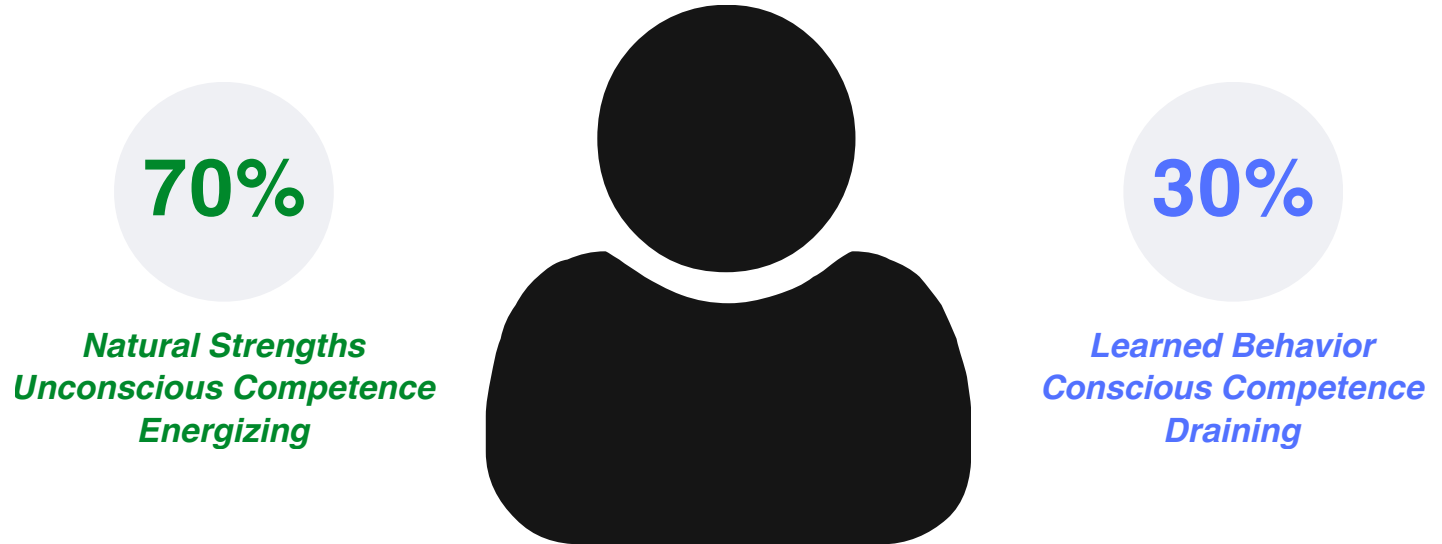
MAXIMIZING TEAM PERFORMANCE



PEACE INDEX



70:30 PRINCIPLE



5 CIRCLES OF INFLUENCE

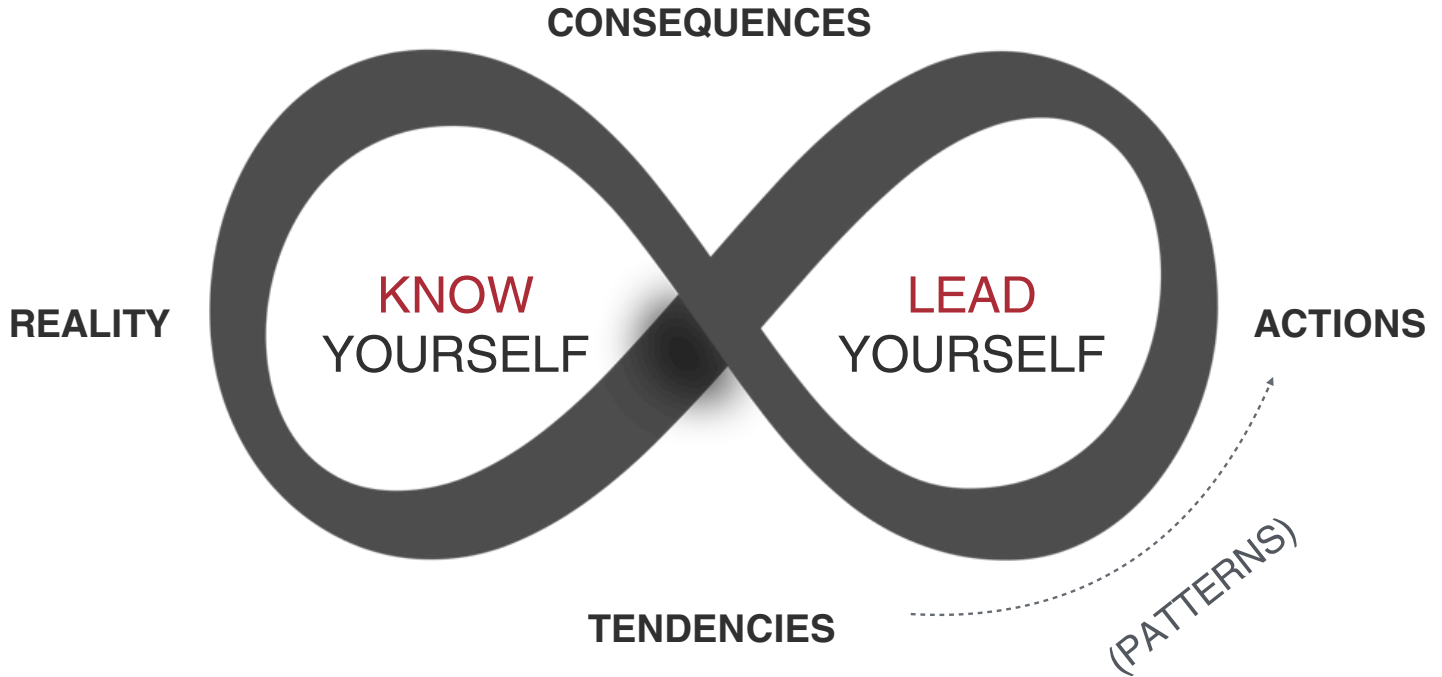
INTENTIONAL



GiANT

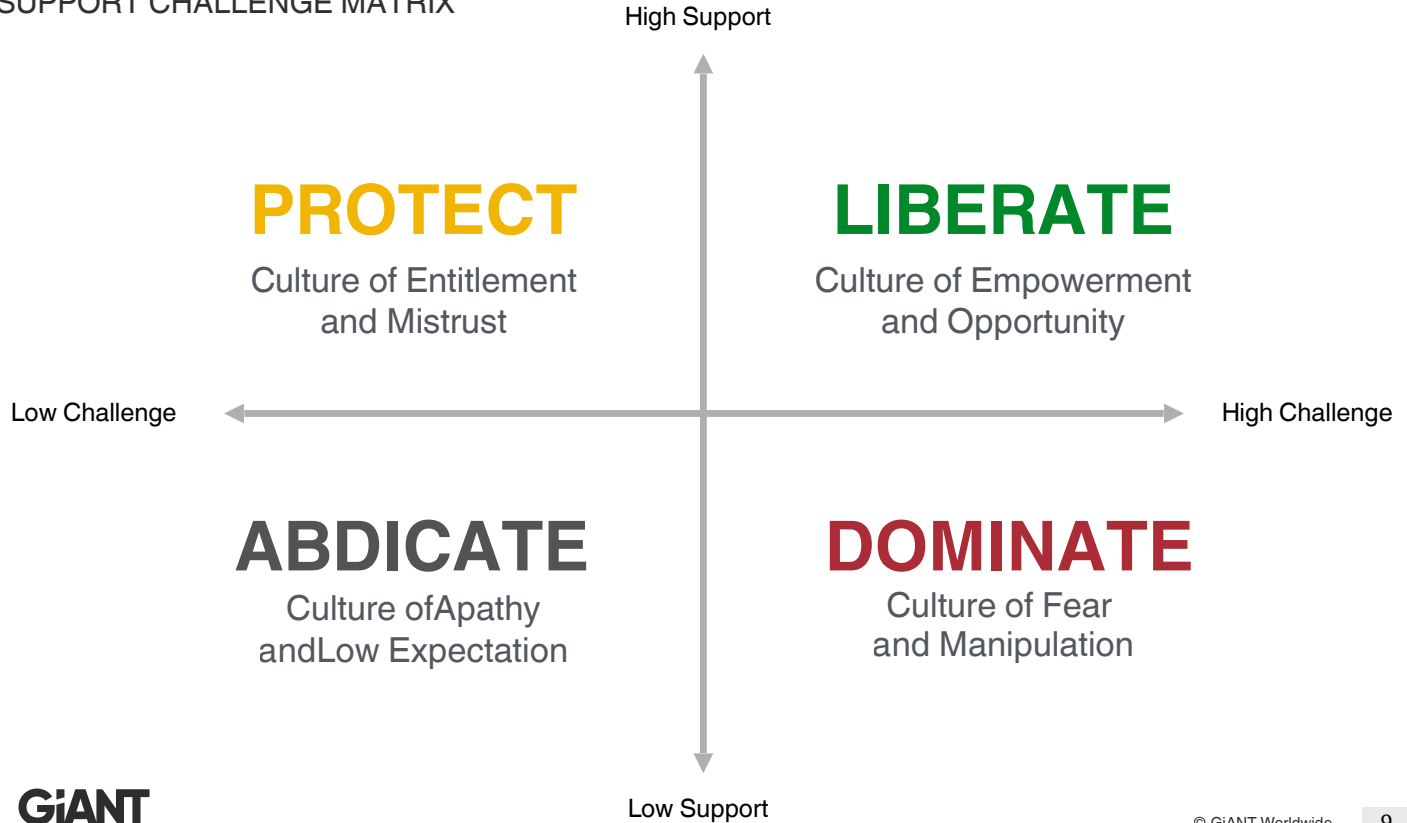
ACCIDENTAL

KNOW YOURSELF TO LEAD YOURSELF

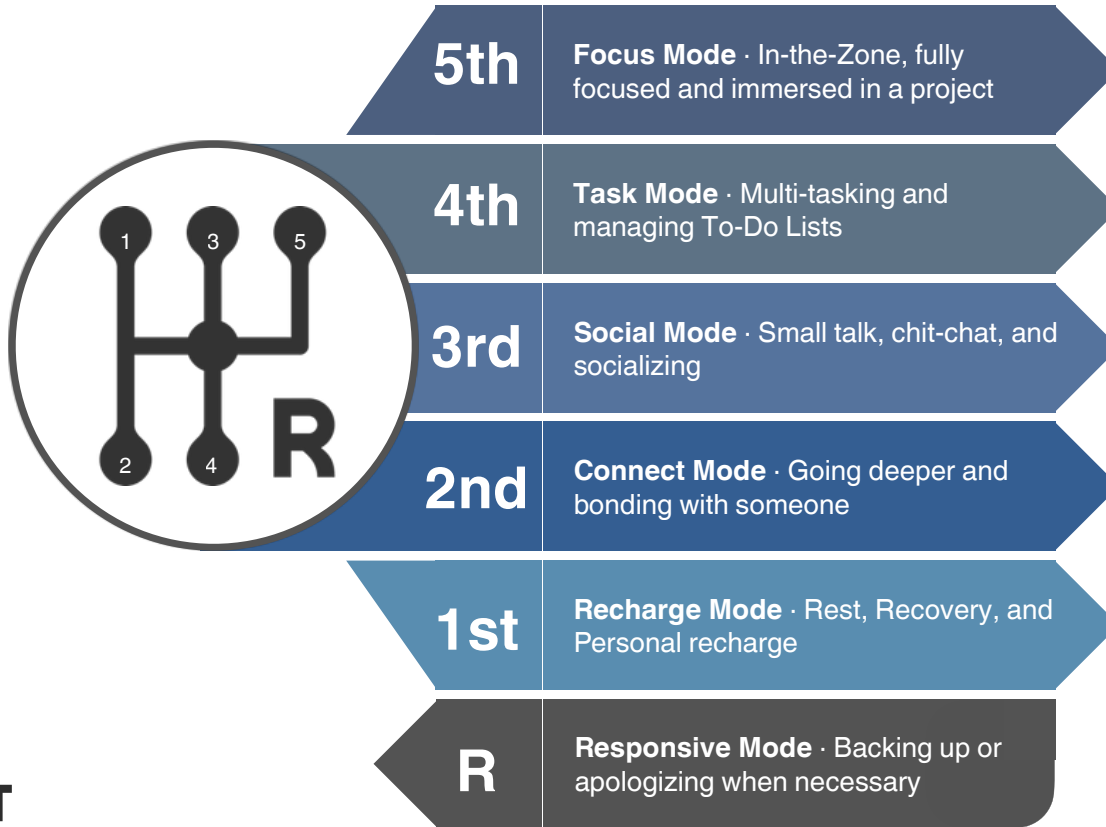


GIANT

SUPPORT CHALLENGE MATRIX

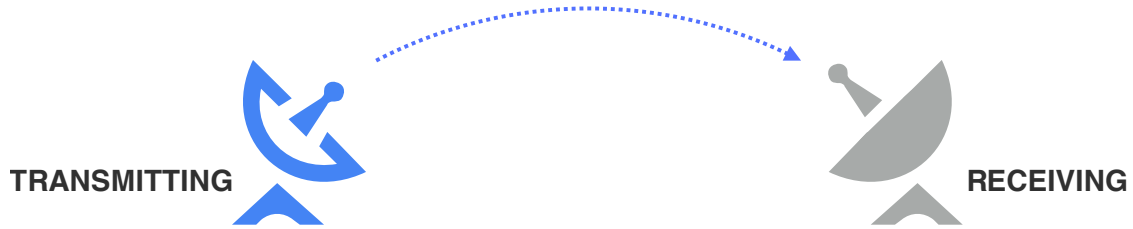



5 GEARS



GIANT


COMMUNICATION CODE




CRITIQUE


“Critique my work”

Ask the difficult questions
Tell me why it won't work


COLLABORATE


“Shape this with me”

Build on it together
Help me get the best outcome


CLARIFY


“Check that you understand”

Have patience as I explain
Confirm what you've heard


CARE

“Create a safe space”

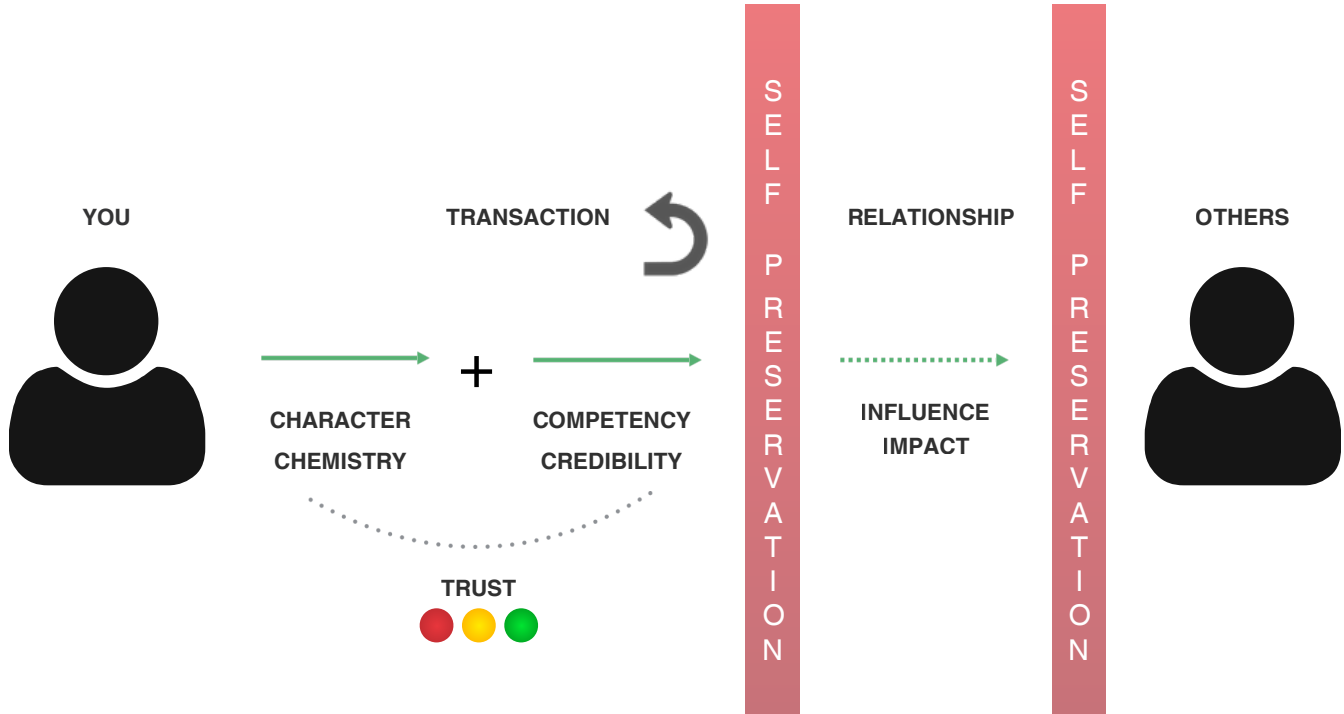
Don't try and solve me
Be present and listen to me


CELEBRATE

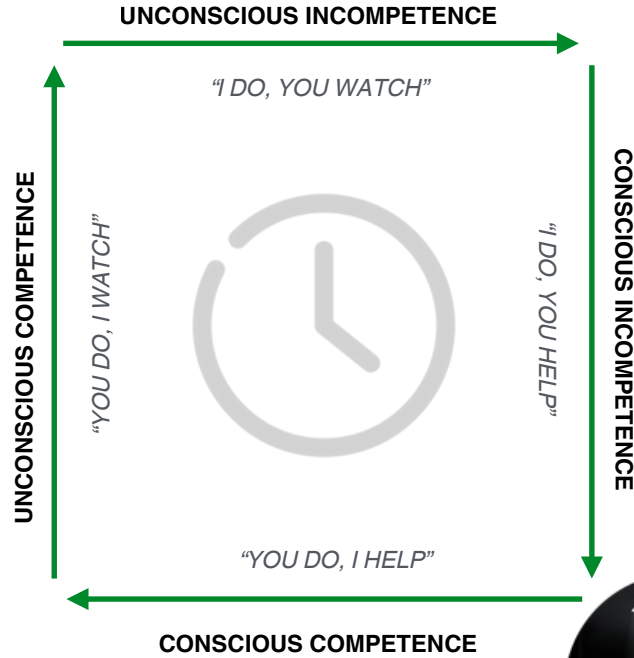
“Celebrate success with me”

Enjoy the moment
Recognize what's been achieved

THE INFLUENCE MODEL



DEVELOPING OTHERS



Beware:
Pit of Despair

PIT OF DESPAIR



How to help people get out of the pit of despair:

- ▶ **Time:** Informal & Formal
- ▶ **Vision:** Short Term & Long Term
- ▶ **Encouragement:** Specific, Not Generic

CHANGE EQUATION

Change: $D \times V \times N > \text{Resistance}$

D

Dissatisfaction with the Status Quo

V

Vision of the Future

N

Natural Next Step

OVERCOMING RESISTANCE

Resistance = Barriers, Hurdles, Gaps



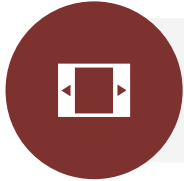
Barriers are things you can't change.

WHO / WHAT



Hurdles are things you have to overcome.

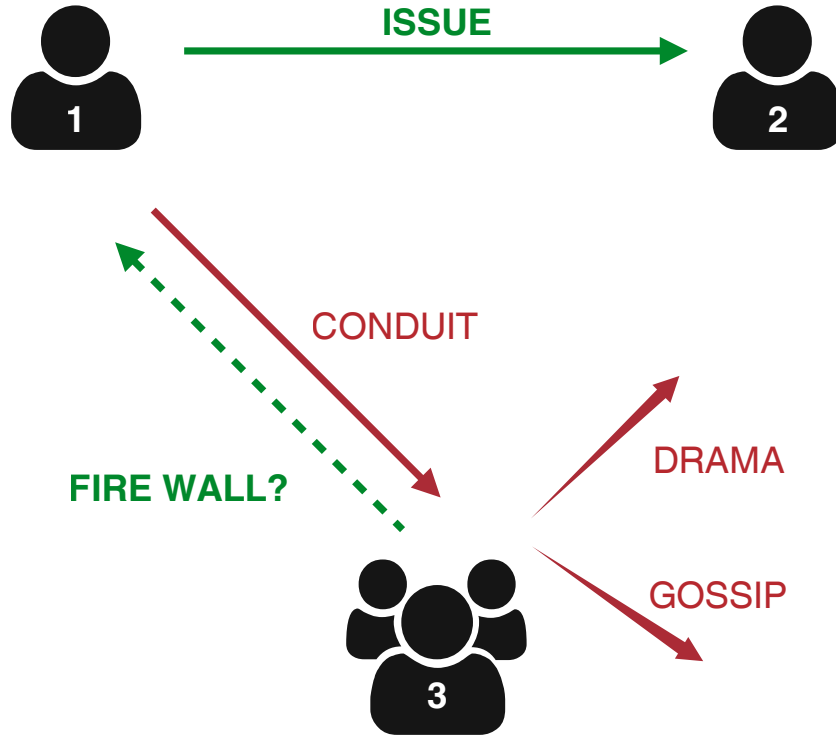
WHO / WHAT



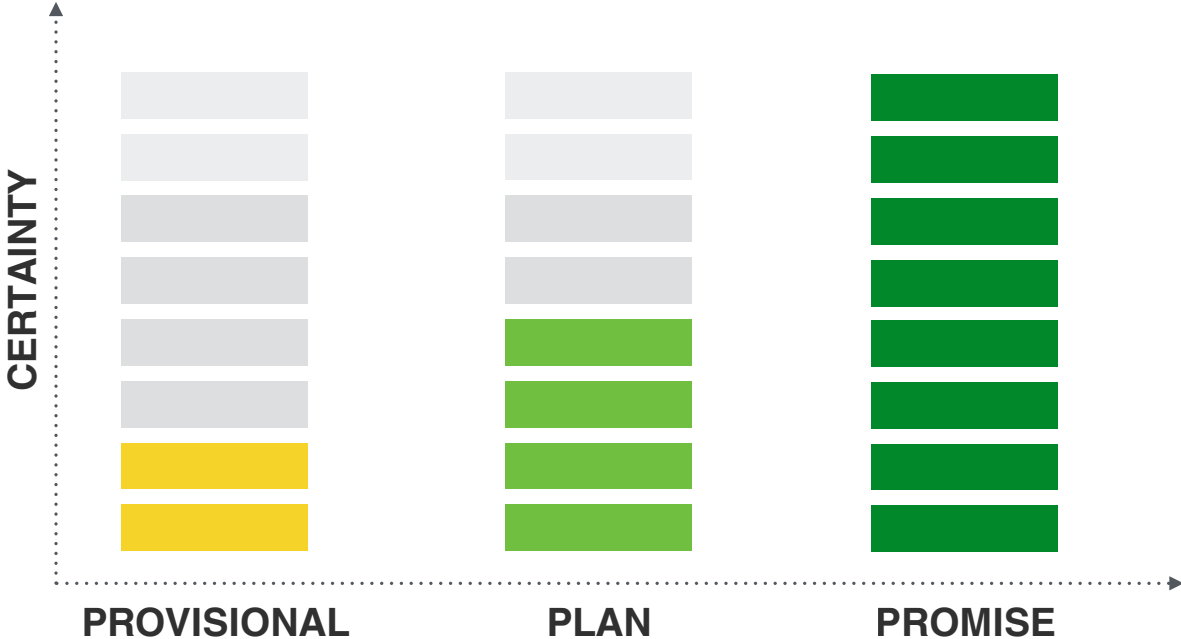
Gaps are things you need to fill in before moving on.

WHO / WHAT

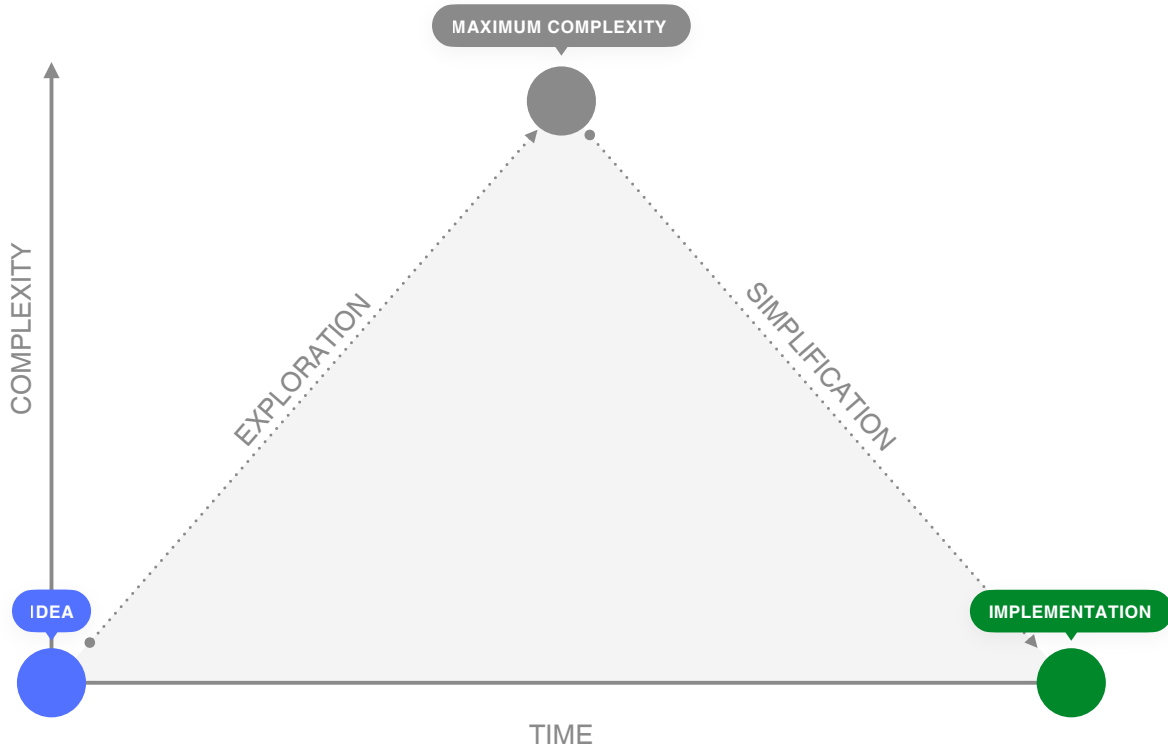
GO TO THE SOURCE



PROVISIONAL PLAN PROMISE



SIMPLICITY TRIANGLE



For more information about CPM and available resources, scan the QR code or visit the CPM website.

cpfm.uoregon.edu



UNIVERSITY OF
OREGON

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