

# The Kindness Concert Experience

## Team building – Crisis or opportunity

### A case study



**This is a real life situation.**  
**These are real people.**  
**This is a REAL dilemma.**

## The purpose of this case study:

- Identify team member engagement
- Develop strategies that are best for the project
- Learn ways to deal with difficult situations
- Help you and me to become better leaders
- Encourage courageous and challenging and compassionate conversations
  - Courageous Compassionate Conversations Can Cure Conflicts

## Background

A client of ours recently started a new project with 4 new team members.

The project launched about 3 months after first team meeting. After the first event he came to us with what he felt was a problem. Not all the team members understood his vision.

After discussing this, we came up with a few questions and a possible solution. Let's create a team survey.

We did.

This case study has been rewritten as a problem TKCE faces. To protect the identity of our client we removed all identifying information including company and business context.

The essence of the leadership questions are still intact.

This project team consists of 1 leader and four other team members. The leader worked with our consulting staff to create a team survey. Each team member responded to a survey.

## Instructions:

- Read the questions:
- Read each of the case studies (there are 4)
- Answer the questions.
- Post your responses on TKC website. (insert link)
- Visit the website often to see how others respond.

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**The study begins --- It's time for a recap.**

My vision: Reach 100,000 people with the power of music to create a kinder world

My mission: Creating a kinder world through the power of music

Strategy: Concerts, Conversations, Community

Team feedback – 2 days after our launch event:

Here are a few questions to consider as you read about each team member:

	Team mbr 1	Team mbr 2	Team mbr 3	Team mbr 4
Is this team member on board?				
Does this team member understand my vision?				
What do you think their motivation is for this project? Why? (Use the comment section below)				
As a visionary leader – ask yourself these questions:				
How would I handle this team member? Why? (Use the comment section below)				
What would be the kindest options?				
Additional comments:				

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#### Team Member 1

##### **What has gone well?**

You managed to LAUNCH IT!!! despite all the odds.

##### **How can we improve?**

We ALL need to be working on getting funding! Not sure the best way to do it - you've certainly presented us with plenty of incentives.

##### **What is your vision for this project (At this time)?**

The Kindness Concert experience seeks to create connection, conversations and community through the power of music.

(making videos of the live concerts available worldwide and inspiring connection through conversations about the power of music to create a kinder world)

##### **What are your expectations? (Compensation, etc).**

I have no expectations of compensation. IF there's tons of money lying around at some point and I'm printing stuff, I'd love to get paid back for paper, but as of now, I see printing things as one way I can contribute.

##### **How would you like to be involved (roles, responsibilities, etc).?**

I have a LOT on my plate that doesn't have anything to do with this. I'd love to keep doing anything I can to be helpful. I'm not entirely sure what my role could be. I'm happy to be asked for anything. I can always choose to say yes or no.

##### **What else would you like to share with the team?**

Nothing at this time.

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#### Team Member 2

##### **What has gone well?**

we have great musicians lined up

##### **How can we improve?**

next year we need to line up sponsors sooner

better sharing of information

better sharing of responsibilities

a team approach rather than a leader approach

##### **What is your vision for this project (At this time)?**

great success this year--- 100,000 viewers, t-shirt and program sales of 1000-10,000

next year, start in January and line up concerts every month across the USA

involve other organizations as partners from within the kindness movement

First I want musicians and videographers paid, then I want to see where we stand.

I would like a percentage of money I bring in

I want to earn money from t-shirt and program sales

##### **How would you like to be involved (roles, responsibilities, etc).?**

help find musicians

interface with other groups

plan schedule

raise funds

be part of a collaborative team, which is what I was looking for this year.

design and create t-shirt and program

##### **What else would you like to share with the team?**

This is a first good year with lots of room for growth and change.

When we start sooner, I would love to see this be a true partnership, where responsibilities are shared and the project is seen as collaborative.

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**Team Member 3**

**What has gone well?**

Completed the launch - the first one is generally the most challenging

**How can we improve?**

Need sponsors, cash

**What is your vision for this project (At this time)?**

To support our leader in whatever direction he selects

I would expect cash to keep Kindness Concerts alive. Without cash the vision as structured cannot survive

**How would you like to be involved (roles, responsibilities, etc).?**

My role as advisor, supporter, strategic vision is most comfortable for me

**What else would you like to share with the team?**

We all need to focus. While we all have our own agendas, our personal agendas ought to take second place relative to the Kindness Concerts. When working on, or discussing the KC, we ought to be united in focus - funding

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#### Team Member 4

##### **What has gone well?**

Getting the musicians on board and great venues. Meeting other team members has been great too.

##### **How can we improve?**

Communication by you with other team members. Your last email sounded angry and like WE the team had better have sponsors or else.

##### **What is your vision for this project at this time)?**

I think music is the universal language and I think people know that at a very deep level. I hope we can pay for this first event series and have structures in place for continuing.

I did not get on board for the money. I am here for a kinder world and because I believe in the power of words, music and the ability of a small group of people to make great changes.

##### **How would you like to be involved (roles, responsibilities, etc).?**

Not sure. Managing the FB and spreading the word. I am also very willing as I have said many times to help manage the website. Roles were not clearly defined which has caused a lot of confusion.

##### **What else would you like to share with the team?**

Most of us did not expect to be fund raising because we believed what you said at the first meeting. That you would have \$10,000 in a couple of weeks and no problem about sponsorship

Now you are pushing us pretty hard to find \$\$.