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RESOLVING SPATZ

ENABLING FAIRER TEAMWORK SPAT BY SPAT

The SpatzAI Team Playbook

Resolving Spatz

Enabling Fairer Teamwork Spat by Spat.

Learn more information at:

Spatz.ai

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Spatz Team Playbook Contents

"My Soul is in the Sky"
William Shakespeare

"Once you have tasted flight, you will forever walk the earth with your eyes turned skyward, for there you have been, and there you will always long to return."

Leonardo da Vinci

Acknowledgments:

I want to thank the following authors:
Susannah B.F. Paletz, Joel Chan, Christian D. Schunn,
for their research paper:
"The Dynamics of Micro-Conflicts and Uncertainty in Successful and Unsuccessful Design Teams".
This study seems to verify the principles that we use at SpatzAI i.e.. Focusing on promptly resolving the uncertainty that micro-conflicts can cause in teams.

Summary of the Research
"We discovered that a relative reduction followed micro-conflicts in uncertainty in successful design teams, whereas uncertainty rose after micro-conflicts in unsuccessful design teams, suggesting that interactions between conflict and uncertainty may be a differentiating factor for design team success".

I would also like to thank my brother Steve Sherlock who believed in the principles from the get-go and has been a useful sounding board for me to develop these concepts. Also agreed to participate in a shared experiment, going into business with me for the last 20 years, and allowing me to test my hypothesis on resolving our business spats and improve on the design of the Spatz intervention toolkit.

1. Introduction:

Workplace conflict is costly, estimated to be in the billions annually. These expenses stem from employee turnover, productivity drops, legal matters, and employee well-being. SpatzAI helps teams play fair by making it easy to identify and address unfair behavior during disagreements. With a simple three-step app and platform, SpatzAI empowers team members to step up when they feel that overly dogmatic or know-it-all bullying behavior is disrupting collaboration—turning "WTF! That'll NEVER work!" into "I don't think that will work because…".

Integrated with tools like Slack, SpatzAI provides a structured process for more objective conversations, transforming micro-conflicts into opportunities to align ideas and create a fairer, more inclusive environment for innovation.

This playbook is a reference guide for team members, managers, and anyone interested in understanding and implementing the SpatzAI intervention app and platform within their organizations. *Within 20 minutes*, teams can learn to use this playbook to promote an environment of cooperation, ultimately promoting a healthier, innovative, and more productive team dynamic.

The research indicates that effective skills in resolving micro-conflicts are the bedrock upon which a healthy

team thrives. Achieving this creates an atmosphere where ideas flow freely, and misunderstandings and uncertainty are addressed promptly.

"
   Jim Collins on discipline, author of Good to Great:

Jim emphasizes that disciplined teams are crucial for organizational success. He believes in hiring self-motivated individuals, aligning them with a clear vision, and empowering them to take disciplined actions. This focus and consistency, drives long-term excellence.

2. Overview of the Team Charter Agreement:

Addressing Micro-Conflicts:
The team charter emphasizes the importance of promptly resolving micro-conflicts (spats) impacting team collaboration and productivity.

Our Mission:
To address and resolve the world's workplace micro-conflicts.

Our Vision:
A world where workplace teams collaborate fairly, using a balanced generative tension to innovate and create solutions to radically difficult issues.

Principle of Splitting Micro-conflicts:
SpatzAI advocates splitting conflicts into two parts content and delivery. This approach encourages team

members to differentiate between the two.
Disagreeing or agreeing with the content and objecting or accepting how the content is delivered.

Three-Step Intervention App:
SpatzAI introduces a three-step intervention process for addressing problematic behavior in real-time:
Caution, Object, and Stop. This process aims to resolve micro-conflicts respectfully and remove uncertainty ASAP.

Phase Level	Objection Level	Accountability Level	Conflict Level
Phase 1	Caution	Acknowledge	Spat
Phase 2	Object	Simple Apology	Dispute
Phase 3	Stop	Acceptable Apology	Conflict

Post on the Spatz Team-Assist Review Platform:
If a dispute reaches the third phase, a Stop, then the conflict is also automatically posted on the Spatz Team Assisted Review platform to be reviewed by the Spatz AI and the team.

Three Levels of Accountability:
SpatzAI also introduces three levels of accountability: Acknowledge, a simple apology, and a heartfelt or acceptable apology given to the person that objected.

Data Collection:
SpatzAI places importance on collecting team data to

gain insights into team dynamics and improve conflict resolution processes using machine learning algorithms.

Values (DECART):
The charter outlines the values that guide SpatzAI's operations, emphasizing attributes such as Daring, Enjoyable, Considered, Accountable, Reasonable, and Transparent.

Flexibility and Amendment:
The charter allows for flexibility in adopting its principles and procedures, encouraging team members to suggest amendments or withdraw from the agreement.

Overall, the SpatzAI team charter agreement promotes a culture of transparent communication, psychological safety, and proactive micro-conflict resolution to enhance team collaboration and performance and remove the uncertainty micro-conflicts can cause.

3. Guiding Principle Details:

The rationale behind the SpatzAI approach, which emphasizes addressing both content and delivery during micro-conflict resolution, is grounded in several key principles:

Splitting Micro-conflicts into Two Parts:
We recognize that conflicts can be split into two distinct aspects —

1. The content of the disagreement and
2. How the content is delivered or communicated.
We can choose to agree or disagree with the content, and we can choose to object to or accept how the content is delivered.

Psychological Safety:
Psychological safety is crucial in a team environment. By acknowledging and addressing how content is delivered, SpatzAI helps create an environment where team members feel safe, knowing they have an effective intervention that sufficiently protects them if they experience dogmatic behavior slipups from any participating team members or manager.

Major Conflict Prevention:
We believe that by providing the Spatz toolkit to address problematic behavior it can prevent micro-conflicts from escalating into toxic conflict. It allows team members to proactively monitor each other's behavior and course-correct, in real-time, discussions before they become harmful.
In essence, SpatzAI's approach recognizes that spats are a natural part of teamwork, but we believe that how these issues are addressed and resolved can significantly impact team dynamics. We aim to create an environment where disagreements can be resolved constructively, ultimately leading to a reduction of uncertainty and more productive teams.

4. Spatz Three-Step Intervention Procedure:

Phase 0: Verbal Caution (Pause)
When a team member observes problematic behavior (delivery) during a discussion, they can initiate the Spatz intervention by giving a verbal caution. The person providing the caution addresses the offender respectfully, expressing their discomfort with the behavior and requesting a change in tone or approach.

Phase 1: Spatz App – Caution (Spat)
If the issue persists or is ignored after the verbal caution, the offended party can use the SpatzAI app to send an official "Caution". In the app, they document the grounds for the caution, outlining the specific behavior that needs addressing. The app notifies the offending team member that their behavior has been cautioned and requests acknowledgment.

Phase 2: Spatz App – Object (Dispute)
If the issue remains unresolved, contested, or ignored, the offended person can up the ante, using the SpatzAI app to send an official "Objection." The Charter agreement then requires the offending team member to provide a simple apology for their behavior. This step aims to promote accountability.

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Phase 3: Spatz App - Stop and Peer Review (Conflict)
If the issue persists, the offended party can further escalate the conflict using the SpatzAI app by sending an official "Stop." The app also automatically posts the conflict onto the SpatzAI Team Assisted Review (STAR) platform. At this stage, the conflict is open for community review and resolution. The peer review process involves input from peers and the SpatzAI machine learning algorithm.

Peer Review and Resolution
On the review platform, team members and the AI reviews the conflict, considering both sides of the issue. Team members and the AI provide feedback and recommendations for resolution. The conflict is resolved when the offended party agrees upon a heartfelt apology. The SpatzAI app's structured approach ensures that conflicts are addressed and resolved respectfully and constructively. It encourages individuals to take responsibility for their behavior, provides a platform for resolution, and leverages community input to promote fair and transparent outcomes.

"If you pay attention to the small things while knowing what's important, then everything else takes care of itself."

Jack Dorsey's golden rule for success.

5. Spatz AI Data and LLM Deep Learning:

1. Importance of Data Collection:
Collecting data through the SpatzAI app is essential as it provides valuable insights into team dynamics and conflict resolution. This data helps to understand how micro-conflicts arise, how they are resolved, and the patterns that emerge over time. It's like having a window into the health of the team.

2. Machine Learning Algorithms for Analysis:
Machine learning algorithms play a crucial role in processing and analysing the data collected. These algorithms can identify trends, patterns, and correlations that may not be immediately apparent to humans. They can sift through vast amounts of data to provide meaningful insights.

3. Benefits for Evaluating Team Performance:
The data collected by SpatzAI can be used to evaluate team performance objectively. By comparing conflict data with work performance metrics, organizations can gain a deeper understanding of how conflicts impact productivity, collaboration, and overall team success.

4. Predicting Success:
Leveraging machine learning and the data collected, SpatzAI has the potential to predict a team's future success. By analysing their historical Spatz conflict data and team outcomes, it can provide valuable insights that

help organizations make more informed decisions about where to invest their resources and how to optimize team dynamics.

In summary, data collection through the SpatzAI app, combined with machine learning analysis, offers organizations a powerful tool for improving team performance, enhancing micro-conflict resolution, and ultimately predicting and fostering success within teams.

"Look with your understanding, find out what you already know, and you'll see the way to fly."

Jonathan Livingston Seagull

———————————

"Flying is when you throw yourself at the ground and miss"

Douglas Adams

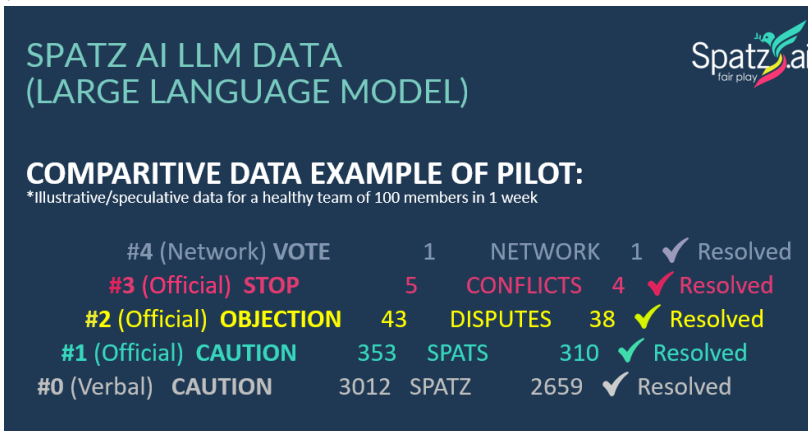## *6. Quick Reference Guide:*

Here is a flow chart for how the Spatz app and platform works.

Spatz Intervention to Resolve Micro-conflicts in Teams
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The Spatz Real-time Data and Algorithm

7. FAQ Section:

Q: What is SpatzAI?
A: SpatzAI is an innovative app and platform designed to assist teams in addressing and resolving micro-conflicts in real-time to foster a healthier and more productive team environment.

Q: Where can I access the SpatzAI app?
A: The SpatzAI app is accessible through our dedicated platform spatz.ai or spatzai.com, which can be accessed via a web browser or mobile application.

Q: When should I use SpatzAI's conflict resolution process?
A: SpatzAI's conflict resolution process should be used when you encounter problematic behavior or micro-conflicts during team discussions or interactions that need to be addressed constructively.

Q: Why is addressing micro-conflicts important?
A: Addressing micro-conflicts is crucial because unresolved conflicts can escalate, leading to a breakdown in team dynamics and reduced productivity. Addressing them early helps maintain a positive and collaborative work environment.

Q: Who can use SpatzAI?
A: SpatzAI is designed for innovative teams, leaders, and administrators in organizations of all sizes who want to promote bold idea sharing within their teams.

Q: How does SpatzAI's three-step intervention process work?

A: SpatzAI's three-step intervention process involves Caution, Object, and Stop. Team members **agree** to use the app to caution an offender, escalate to object if necessary, and, in the final step, stop the conflict, which enters the Spatz Team Assisted Review (STAR) phase if unresolved.

Q: Which values guide SpatzAI's operations?
A: SpatzAI is guided by the values of DECARRT: Daring, Enjoyable, Considered, Accountable, Reasonable, Resolvable, and Transparent.

8. Conclusion:

At SpatzAI, we focus on nurturing and sustaining a vibrant and healthy team environment. We firmly believe that this is achieved by addressing and resolving micro-conflicts at their inception before they have the chance to grow into larger, more detrimental conflicts.

Through our novel approach, we empower team members to resolve differences constructively. By cultivating a culture of proactive intervention and early micro-conflict resolution, we pave the way for reducing uncertainty in teams allowing them to flourish, innovate, and achieve their full potential.
We encourage all team members to refer to the SpatzAI manual whenever needed. It's your go-to resource for understanding our principles, procedures, and values.

9. Appendices:

References:
Susannah B. F. Paletz, Joel Chan, Christian D. Schunn (2017). "The Dynamics of Micro-Conflicts and Uncertainty in Successful and Unsuccessful Design Teams."

Abstract
*"*What differentiates successful from unsuccessful design teams? Building on new research on design innovation that emphasizes interactions between social and cognitive processes, we investigated a potential distinguishing feature: Successful design teams may harness interpersonal conflicts (a social design process) to mitigate uncertainty (a cognitive design process). We analysed temporal relationships between brief, expressed interpersonal disagreements and subsequent spoken individual uncertainty in 30 h of conversations of 10 successful and 11 unsuccessful engineering product design teams."

"We discovered that micro-conflicts were followed by a relative reduction in uncertainty in successful design teams, whereas uncertainty rose after micro-conflicts in unsuccessful design teams, suggesting that interactions between conflict and uncertainty may be a differentiating factor for design team success."

Link: https://bit.ly/3L7CvTg