

Executive Summary

Strategies for Terrific Teamwork

Introduction: The purpose of this workshop is to provide team members with tools and techniques needed for team effectiveness. Participants first discuss team effectiveness in general and then identify ways they can help ensure effectiveness when working in teams in the future.

Payoff: Participants will:

- Discuss the current state of teamwork within their organizations.
- Describe the benefits that effective teams can bring to an organization.
- Identify characteristics of effective teams.
- Explore key elements of team dynamics.
- Develop competency in three strategies for fostering better teamwork.
- Create an action plan for being a more effective, accountable team member.

11 Characteristics of an Effective Team:

1. Clear purpose
2. Trust
3. Constructive conflict
4. Clear roles and responsibilities
5. Equal participation
6. Sense of belonging
7. Honest communication
8. Shared leadership
9. Ability to self-correct
10. Clear decision-making criteria
11. Interpersonal effectiveness

Stages of Team Development:

- Forming
- Storming
- Norming
- Performing

"Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilization work."

– Vince Lombardi

Three Strategies for Terrific Teamwork:

Everyone on a team is responsible for team effectiveness. What a team member says and does impacts the team. Question is: Will the team member choose behaviors that detract from team effectiveness or that enhance team effectiveness?

1. Build and Maintain Trust

Team members need to keep their "trust towers" strong and stable with other team members. The goal is to add bricks whenever possible by practicing these kinds of things:

- Courtesy
- Kindness
- Respect
- Keeping commitments
- Telling the truth
- Admitting mistakes

2. Communicate with Courage

To communicate with courage is to practice assertive communication (and avoid passive or aggressive communication). Aspects of assertive communication include:

- Being open to others' ideas and opinions.
- Advocating for self and for others.
- Remaining objective in difficult situations.
- Being self-confident.
- Focusing more on "we" (and less on "you" and "they").
- Acknowledging one's own rights, and allowing others to have their rights.
- Going for win/win.

3. Demonstrate Personal Accountability

Team members who demonstrate personal accountability do these types of things: Follow through. Offer to help. Go the extra mile. Ask what people need, then deliver. See something that needs to be done and do it. Ask for feedback. Share information. Show appreciation for others' contributions.