

TEAMWORK



The capacity to work co-operatively with others to achieve common goals.



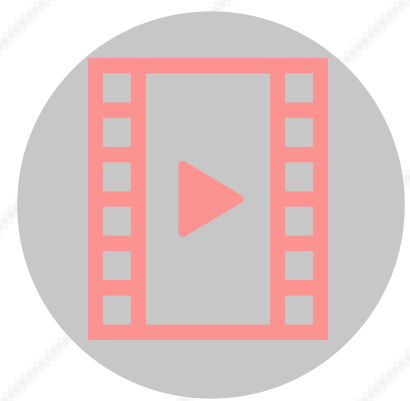
Behavioural Indicators

- Accessible: open to input and needs of team
- Understands and works with team dynamics to optimise team performance
- Plans and distributes team workload effectively for optimal performance
- Addresses conflict points; does not allow negativity to fester – acts quickly to resolve conflict within or outside team
- Harnesses team talents to create synergies
- Networks across business to actively build wider relationships between teams (actively works against “silo” thinking)



Improving Teamwork

Team collaboration has never been more important in the workplace, but getting it right isn't easy. When an organization lacks collaboration and teamwork skills, it often ends up functioning as a collection of silos. Inconsistencies, narrow viewpoints and competition between groups will eventually result in lost opportunities—and lost money. Improving your ability to work in a team will be a great advantage to your company and beneficial in your personal development.



Motivational Video

Al Pacino Speech "TEAMWORK" - Motivation Video-
<https://www.youtube.com/watch?v=P3MO-kOils4>



Suggested Reading

ARTICLES:

Characteristics of Poor Team Members-
<http://smallbusiness.chron.com/characteristics-poor-team-members-24423.html>

Qualities of a Good Team Player Versus a Bad Team Player -
<http://www.totalteambuilding.com.au/qualities-of-a-good-team-player-versus-a-bad-team-player/>

Five Ways to Be a Good Team Player-
<https://www.monster.com/career-advice/article/5-ways-to-be-a-good-team-player-hot-jobs>

STEPS TO DEVELOP THE COMPETENCY

There are 5 steps in improving your teamwork skills:

1. Accept that conflict is normal and can occur within groups.

Believe it or not, disagreements can help shape the group's norms and identity. Conflict will be easier to deal with if each group member understands that disagreements play a normal and fundamental role in group formation.

2. Be willing to acknowledge good ideas even in the face of competition.

In the face of competition, a team player is willing to admit when a fellow group member has a better or more practical idea than his or her own. Praising each other has a positive effect on the group by improving the probability of the project's success. Remember—when the group looks good, it makes you look good too.

3. Avoid backbiting and complaining about fellow group members.

One of the quickest ways to hurt your own reputation and to disturb group relations is to talk negatively about another group member, particularly behind his or her back. Should a problem develop do your best to solve it with that group member, addressing the issue directly and tactfully, or, if absolutely necessary, consult your supervisor.

4. Use your resources.

When a group is put together for the purpose of completing a particular project, the members may not have all of the expertise needed to perform their tasks sufficiently. Do not be afraid to ask questions and seek advice from those within your organization who can provide the information needed to increase the group's knowledge and effectiveness.

5. Delegate according to your strengths.

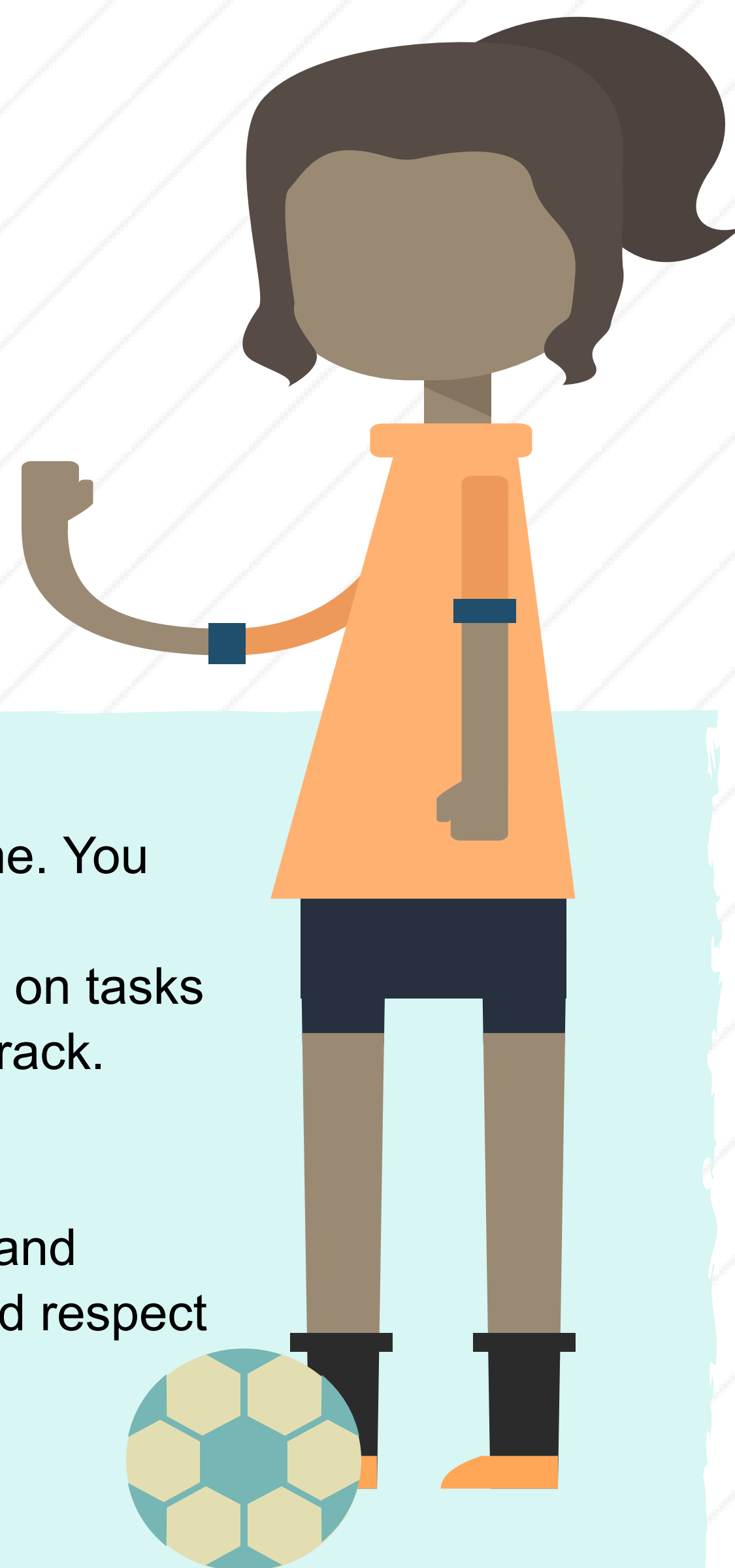
It would be a waste to ask the most talented researcher to do the organizing and the most talented organizer to do the researching. By first assessing the strengths and weaknesses of each group member, you are able to delegate tasks to the members with the strongest skills in that area. Giving assignments according to the interests and strong points of your teammates will increase your chances of success and efficiency.

6. Go the extra mile.

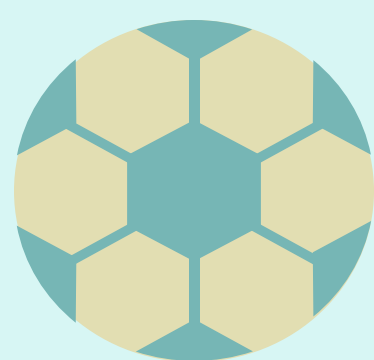
Whether that means staying in the office after 5 p.m., or taking on more responsibility, your team relies on you doing your part and doing it well. Sometimes that means taking on more than you initially expected. Going the extra mile is not only one way to ensure the success of your project, but also an effective way to gain the respect of fellow co-workers.

WHAT MAKES A GREAT TEAM-PLAYER?

To be a great team player, you don't have to be extroverted or indulge in self-promotion. In fact, great team players sport all kinds of personalities. You just need to be an active participant and do more than your job title states. Put the team's objectives above yours and take the initiative to get things done without waiting to be asked. In return you will build positive perception, gain more visibility, and develop influential connections to get ahead in your career.



RELIABLE



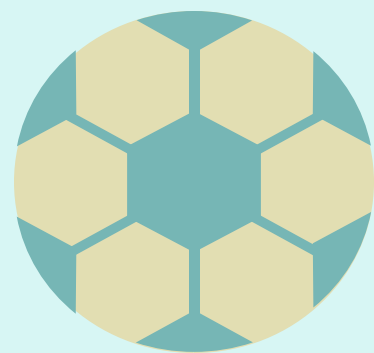
A great team player is constantly reliable day in and day out, not just some of the time. You can count on them to get the job done, meet deadlines, keep their word and provide consistent quality work. With excellent performance, organization and follow-through on tasks they develop positive work relationships with team members and keep the team on track.

COMMUNICATES



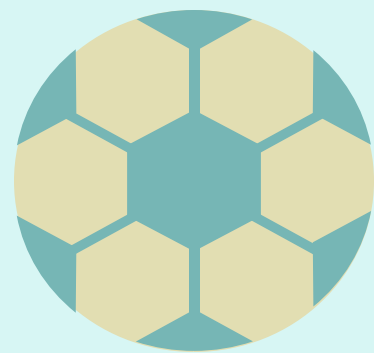
Good team players might silently get the work done but shy away from speaking up and speaking often. Great team players communicate their ideas honestly and clearly and respect the views and opinions of others on the team. Clear, effective communication done constructively and respectfully is the key to getting heard.

DOES MORE THAN ASKED



While getting the work done and doing your fair share is expected of good team players, great team players know that taking risks, stepping outside their comfort zones, and coming up with creative ideas is what it'll take to get ahead. Taking on more responsibilities and extra initiative sets them apart from others on the team.

ADAPTS QUICK AND EASILY



Great team players don't passively sit on the side-line and see change happen; they adapt to changing situations and often drive positive change themselves. They don't get stressed or complain but are flexible in finding their feet in whatever is thrown their way.

GENUINE COMMITMENT



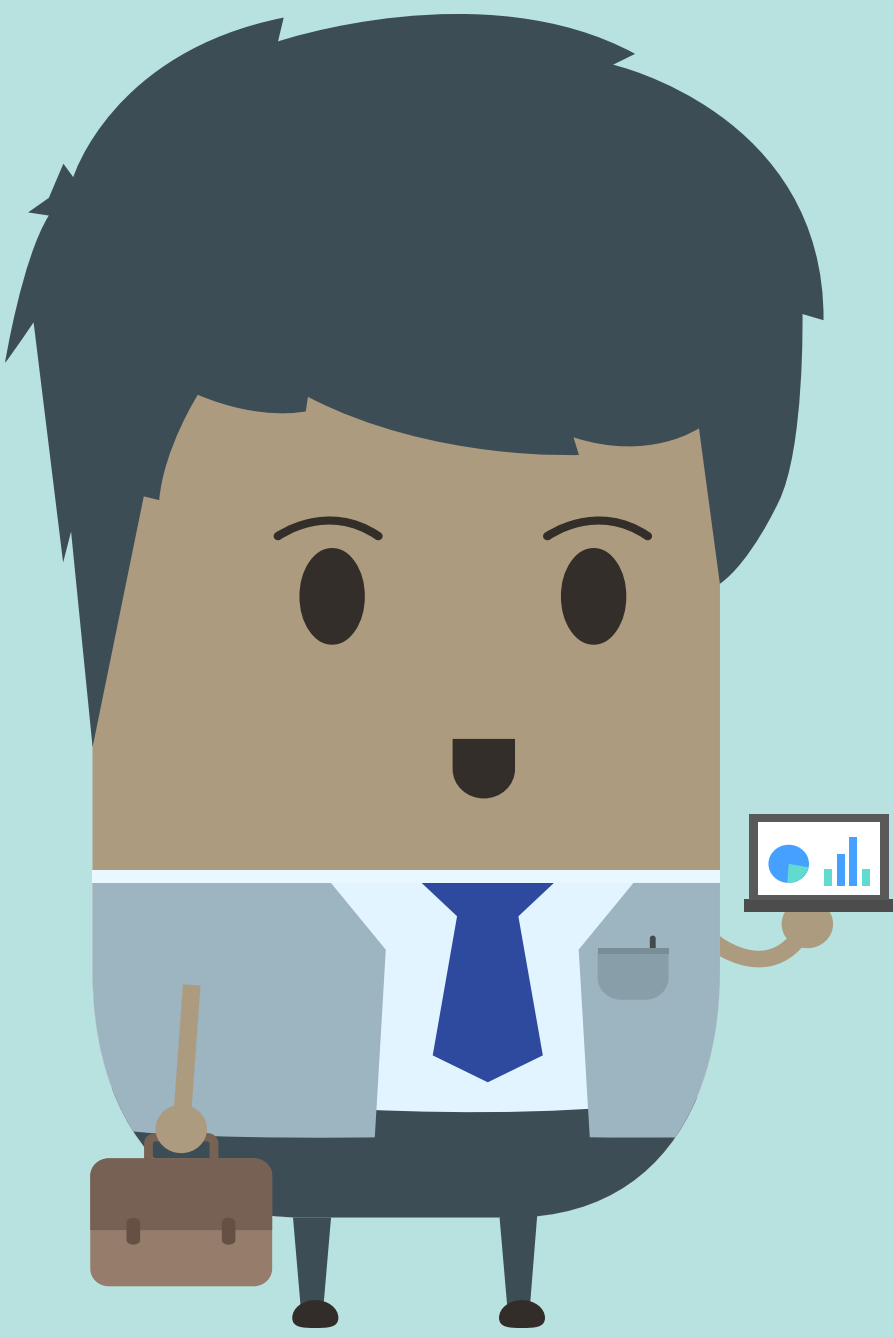
Good team players are happy to work 9-5 and receive their pay check at the end of the month. Great team players take the time to make positive work relationships with other team members a priority and display a genuine passion and commitment toward their team. They commit 110% and expect others on the team to do the same.



Exercise Tips

When working in a team, you could either be the one taking instructions, or giving instructions, here are some tips to assist you with both:

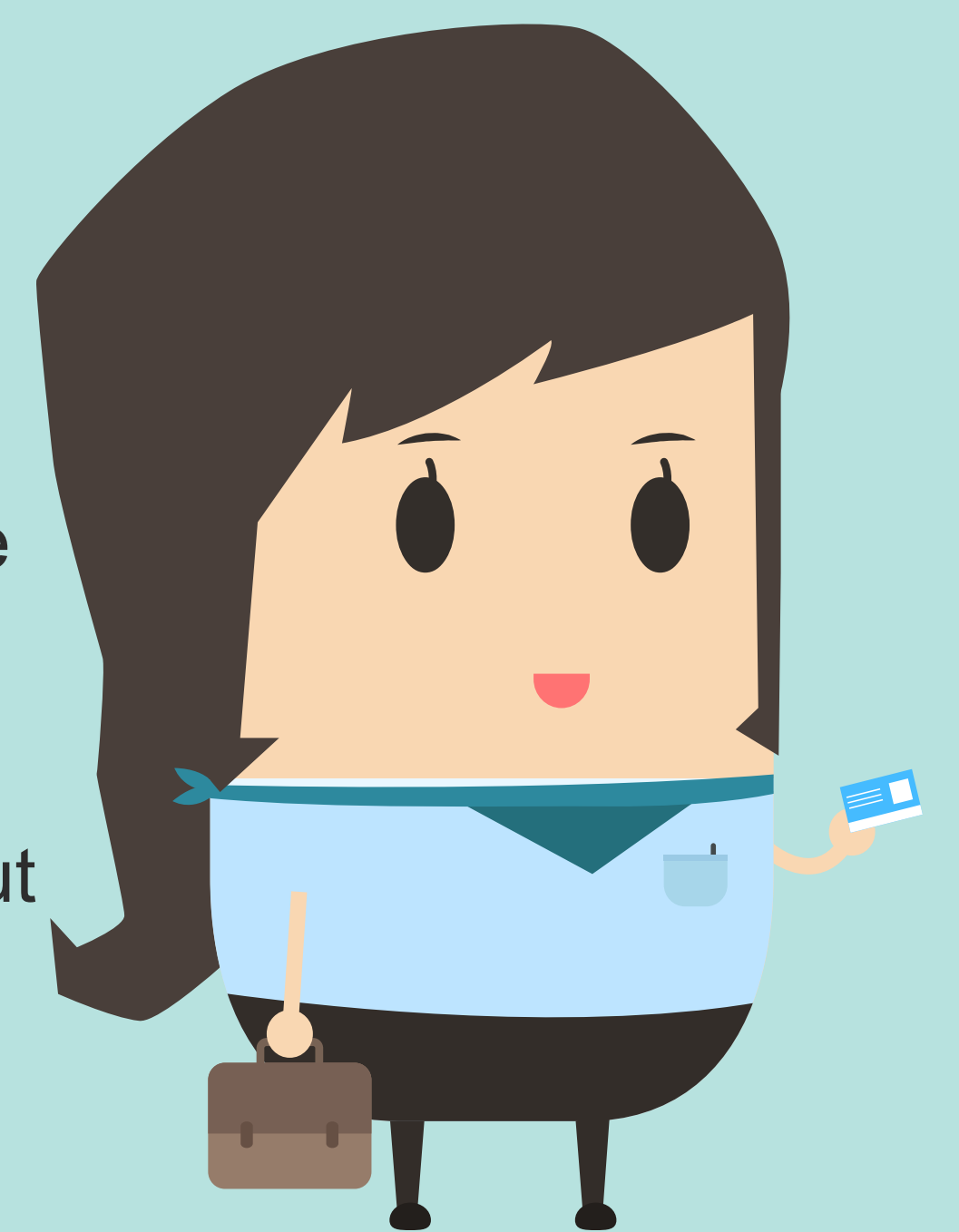
TIPS ON GIVING INSTRUCTIONS



- 1. Provide context and be specific:** Give all the details. Provide any background to help that person better understand the task at hand. Try your best to be as detailed as you can, especially when you have a set idea about how the task should be done.
- 2. Ask politely rather than barking orders:** Tone of voice can change everything, especially when telling someone what to do. Speak at a reasonable volume and use kind, respectful words. Try to avoid negative language and don't forget to say "please."
- 3. Offer the other person the opportunity to ask questions:** Whenever the one receiving the task is unsure, it's important that you allow him time to ask questions. The better he understands what to do, the greater chance for a successful outcome.
- 4. Resist any urge to micromanage:** If you give directions properly, you should not feel the need to oversee or micromanage. Instil faith in your task-doer by letting him do things without you to the best of his ability. Provide positive feedback and appropriate gratitude: When the task is complete, be sure to affirm the person. This makes your team member feel respected and trusted. And give clear, helpful feedback or constructive criticism if the task was done improperly.

TIPS ON TAKING DIRECTIONS AND FULFILLING TASKS

- 1. Actively listen:** Try to listen intently, not just hear. When you actively listen, you can better understand what you need to do. Here's a trick that may help: pretend that there is going to be a quiz after the conversation. Visually think about what's being said and maybe even repeat it in your head.
- 2. Take notes:** Instead of trying to remember everything, write it down. There's nothing wrong with keeping notes; it shows that you are prepared, organized and want to do the job correctly.
- 3. Ask questions:** If you are even slightly unsure of what you are being asked to do, don't be afraid to question. Make sure the other person allows you the chance to find out all the needed details to move forward.
- 4. Respond with a good attitude:** Just as the person giving directions needs to speak respectfully, it's important to respond respectfully. If you go into the conversation with a bad attitude, it's likely that performing the task will be much more challenging.
- 5. Before starting the task, make a checklist:** Whenever there is a job that requires multiple steps, try organizing a to-do list. Check things off as you go to make sure you don't miss anything. Then when you're done, be sure to review your work.



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