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Team Work




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What teams have you been on?

- How many were there?
- How many of them were simultaneous?
- What qualified you to be on the team?
- Are you still on the team? Why not?




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What you will learn today

- Difference between groups and teams
- Advantages of working in teams
- Characteristics of successful and unsuccessful teams
- What it takes to work together as a team
- Responsibilities of team members
- How team leaders can foster productive “team-oriented” environments




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Groups

- Congregate because of a common interest
- Goal is primarily psychological
- Payoff is from membership
- Operates on individual, not group, norms
- Output is independent of working together most of the time




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Teams

- Have a common goal
- Need each other
 - functional interdependence
- Aware of and know other members
- Have common operating norms
- Output is dependent on working together at least part of the time
- Individual payoff comes from working together




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Advantages of working in teams

- Maintain a sense of unity while working on individual projects
- Collaborative problem solving
- Synergy
- Interdependence
- Support base
- Higher and better accomplishments



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What does a successful team look like?

- Clearly states and understands its mission and goals
- Operates creatively
- Focuses on success
- Clarifies roles and responsibilities
- Is well organized
- Builds on individual strengths



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What does a successful team look like?

- Supports leadership and each other
- Develops a positive team climate
- Resolves disagreements
- Communicates openly
- Has and uses effective decision making process
- Evaluates its own effectiveness




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In general

- A successful team:
 - is committed to the team
 - makes decisions as a team
 - has a process to manage conflict and creativity
 - practices effective discussion procedures



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Roadblocks to team success



- Guarded communication
- A lack of disagreements
- Unwillingness to share information
- Ineffective meetings (or no meetings)
- Unrealistic goals
- Unhealthy competition
- Little faith in each other



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Questions?



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Behaviors that impact team success

- Commitment and competence
- Positive task focus
- Positive process focus
- Negative team behaviors



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Behaviors that impact team success

- Commitment to and competence in:
 - communication
 - identifying, accepting and completing responsibilities




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Positive task focus

- Giving information
- Seeking information
- Initiating
- Setting and abiding by established standards
- Clarifying
- Summarizing
- Testing for consensus




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Positive process focus

- Support
- Encourage
- Harmonize
- Mediate
- Challenge




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Negative team behaviors

(in addition to ignoring the positive)



- Withdraw
- Withhold information
- Block ideas or discussion
- Not taking responsibilities seriously
- Dominating
- Self seeking



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Questions?





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Working together as a team

- Share a vision of where the work is headed
- Identify how the work will benefit everyone
- Address the potential for success from working together
- Talk frequently
- View each team member as a partner




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Working together as a team

- Believe that accomplishing the task is more important than sticking to roles
- Look for what it takes to develop a fit between the team member and the task




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Reminder:

- There is team work going on within the financial aid team
- There is also the need to recognize the teaming opportunities that exist between the financial aid office and the other teams in the school or community
- Intra and inter teams



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Supporting team members and maintaining motivation

- Everyone's opportunity
- Continually encourage involvement
- Revitalize team meetings
- Keep track of progress
- Recognize and celebrate success




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Team leaders

- Formal
 - leadership is designated by role and accountability
- Informal
 - leadership is recognized by relationship and experience




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Team leaders

- Leaders foster a positive team environment by:
 - setting clear, concise, objectives and priorities
 - observing behavior and performance
 - providing immediate feedback
 - committing to conflict resolution
 - recognizing winning performance
 - collaborating for creativity
 - responding with interest to what the team members are saying
 - dealing with decision making



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How are you doing? Where to begin?

- Look at the description of a successful team in slides 7, 8 and 9
- Use them as a tool to evaluate your own team's potential for success
- Identify those areas that need development and begin to address improving them through dialogue and/or training



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Closing Statement

Coach Vince Lombardi said it this way:

The achievements of an organization are the results of the combined efforts of each individual.


That's team work!



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Questions?



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More information

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