

# TOGETHER WE CAN TEAM EFFECTIVENESS STRATEGIES

## Action Plan



**TEAM: PEOPLE WHO COME TOGETHER FOR A COMMON GOAL**  
**EFFECTIVE: SUCCESSFUL AT ACHIEVING A DESIRED RESULT**

**Effective teams focus on their shared goal and allow each member to contribute their skills and talents to efficiently and successfully achieve high quality results.**

### Effective teams are built on a foundation of:

- Engaging culture
- Shared vision
- Commitment
- Trust
- Communication
- Collaboration
- Innovation
- Empathy
- Resilience
- Teamwork

### An organization's culture...

- Consists of shared beliefs, values, expectations and practices that guide and inform the actions of all team members
- Gives people a strong sense of what is important
- Reflects how the company "does things"
- Is shaped and sustained by team members and leadership

**Team members have a common and shared vision, goals and values.**

**There's strong focus on results, solutions, priorities**  
**People want to work for more than just money, they want their work to matter, to make a difference.**



**Trust and respect in the workplace increases teamwork, cooperation and employee satisfaction.**

**A culture of interaction, engagement, and collaboration supports creative thinking, increased productivity and team effectiveness.**

### PERSEVERE and STAY COMMITTED

- Momentum and action defeats stress and fear
- Commit to an active, engaged, problem-solving approach to challenges
- Stay motivated, try to influence outcomes and move towards something positive
- Persist and cope even when efforts don't seem to be working out
- Support commitment in team members
- Hold each other accountable...deliver what you say you will

**Use active listening skills, make eye contact, stay in the moment, show sincere interest and make people feel important... like they're the only person in the room.**

### OUTSTANDING COMMUNICATION is the heart of successful teams.

- Recognize the importance of frequency and timing
  - Share vision and inspiration, gain alignment
  - Collaborate and compromise with team members
  - Effective messaging: what, why, who, when, where?
  - Actively listen
  - Ask key questions
  - Debrief projects to learn, grow, share and elevate skills
- "Effective communication skills are essential with all levels of the organization"

### SMILE... it's the "universal language" to connect with others!

- Smiling shows you are happy.
- Smiling reflects a positive attitude.
- Smiling draws people to you.
- Smiling helps others relax.
- Smiling indicates confidence.
- Smiling creates good work culture.
- Smiling can have a domino effect.

**A culture of collaboration, engagement, interaction and inclusivity supports creative thinking, increased productivity and team effectiveness.**

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### INNOVATION can inspire a team with positivity and possibilities

- Rarely a “lone” innovative genius, more often a team effort
- Embrace the spirit of diversity as well as diverse stakeholders
- Give everyone a voice
- Engage others in the early stages of development...not the end
- Diverse perspectives can work out “bugs” and create breakthrough concepts

### EMPATHY is a powerful tool - It helps you connect with people emotionally, create rapport and build relationships.

- Empathetic people succeed in the world BECAUSE they can build trust, influence others and collaborate successfully
- As we increasingly deal with diverse business challenges and customers, EMPATHY is VERY important and critical to success in business today.
- You will win their hearts and minds if you can truly put yourself in someone else’s shoes and fully embrace the power of EMPATHY.
- It’s not about pressing your point on others but more about understanding other points of view and work with what others think, feel and believe. We will never influence others from our point of view.



### Leveraging Emotional Intelligence in the Multigenerational Workforce. Empathy and Flexibility can be effective when navigating between generations.

#### Empathy

- See yourself from the perspective of each generation, then from the perspective of each individual.
- Ask questions to uncover what others value and what motivates them.
- Value each person as unique with individual needs, regardless of the generation they belong to.

#### Flexibility

- Be tolerant of different tactics/approaches for communication. Show that you are open to using different methods for communication.
- Accommodate different work and communication styles
- Keep an open mind to alternative or innovative approaches to work. Your way not be the only way

### Highly resilient people have an advantage because they:

- Are flexible, adapt to new circumstances quickly, figure out “new ways” and thrive during change
- Handle pressure while remaining positive...expecting to “bounce back”, feeling confident they will
- Understand negative emotions and anxiety decrease resilience and can transfer to their team
- Know constant stress, fears and worries weaken the immune system and increase vulnerability to illness



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**Leveraging Emotional Intelligence in the Multigenerational Workforce.**  
Empathy and Flexibility can be effective when navigating between generations.



- Encourage confidence with sincere appreciation and recognition for contributions, achievements and value of all team members
- Communicate in a positive way to boost resilience
- Support a team culture that values learning from mistakes...it encourages creativity
- Emphasize building trusting relationships so everyone feels "connected" and motivated to accelerate team performance
- Foster a culture of learning...it creates positive emotions!
- Help others see change as new, fresh, inspiring and positive

### TEAMWORK

- Think GIVING, not taking
- In today's workplace, you must be able to work with a diverse group of people.
- Show sincere interest and make others feel important
- You will be more valued and successful if you demonstrate strong teamwork skills: open, approachable, willing to share
- Good for morale...teamwork also brings together different viewpoints and allows for creativity and fresh ideas to flourish.
- Make "team player" an important part of your personal brand...you will stand out as a valuable member of the team



### HOW TO BE AN EFFECTIVE TEAM PLAYER

- Be aware of your emotions and actively choose what you say and do
- Take deep breaths, count to 10 or "sleep on it" when feeling frustrated
- Actively listen
- Do what you say you will
- Assume positive intent
- Take a problem-solving approach
- Share your knowledge and learn valuable lessons from everyone
- Accept change is inevitable and help everyone navigate new situations
- Show appreciation...brief-sincere-specific will be remembered
- T.E.A.M. together everyone achieves more

**"Great things in business are never done by one person. They're done by a team of people."**

### WHAT HIGH PERFORMANCE TEAMS DO DIFFERENTLY

- Pick up the phone more often
- More strategic with meetings
- Invest more time in relationships
- Give and receive appreciation more frequently
  - Express positive emotions more often
- T.E.A.M. = Together everyone achieves more

# TOGETHER WE CAN TEAM EFFECTIVENESS STRATEGIES

## CONFLICT MANAGEMENT SKILLS

Leverage your emotional intelligence, empathy, flexibility  
Encourage communication, collaboration  
Listen to understand, validate opposing views or reactions  
Focus on the words and actions, not the emotions attached  
Be aware of your responses (verbal and non-verbal)  
Practice impulse control  
Be aware of impact, be constructive  
Avoid "me" and "you"...WE creates alignment  
Focus on what's best for business, the organization  
Harness the constructive energy of conflict!

### REMEMBER:

You're not there to solve the problem  
You're there to communicate, connect and begin moving towards resolution

## THE POWER OF QUESTIONS AND CREATING DIALOGUE

OPEN THE DOOR: "I've been thinking about..."

INVITE DIALOGUE: "How are you feeling about..."

ACKNOWLEDGE: "Yes, I can see..."

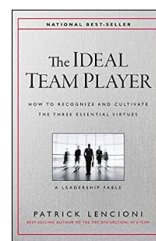
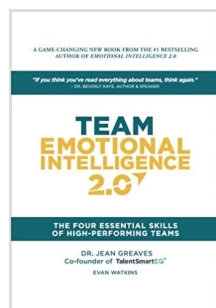
ASK: "May I share my thoughts?"

PARTNER: "How would you like to move forward?"

These steps to Team Effectiveness are essential!  
Here are some resources to help you maintain and sharpen your skills!

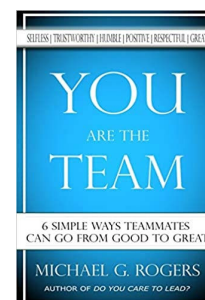
### Team Emotional Intelligence 2.0: The Four Essential Skills of High Performing Teams

Dr. Jean Greaves,  
Evan Watkins



### The Ideal Team Player: How to Recognize and Cultivate The Three Essential Virtues

Patrick M. Lencioni



### You Are The Team: 6 Simple Ways Teammates Can Go From Good To Great

Michael G. Rogers

*“Coming together is a beginning, staying together is progress, and working together is success.”*

*-Henry Ford*

