Strategies for Team Success

HL Peer-to-Peer
May 12, 2021

Objectives:

1. Understand how individual accountability contributes to team success.
2. Learn at least three strategies to improve team success.
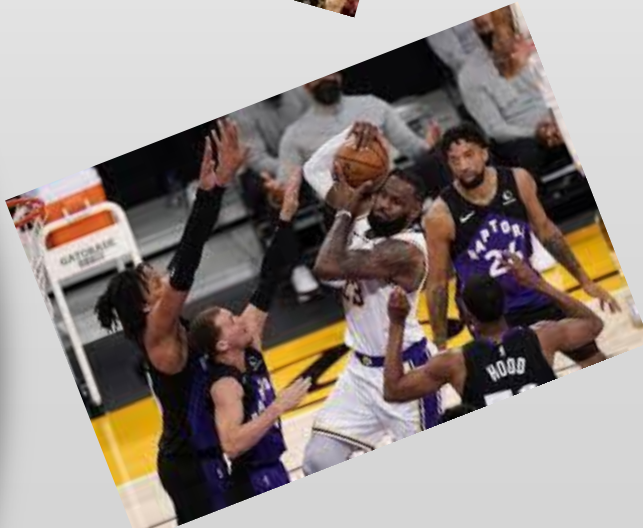
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What Did You Last Watch?

- Change your zoom screen name to your name, followed by the last movie or TV show you watched.

Calm…

We can enter into readiness for any meeting by taking a few minutes to get calm and centered.

Let's try a short meditation.

Characteristics of Successful Teams

- Successful teams encourage team members to share ideas, consider solutions and solve problems together.

- These teams benefit individual members by offering added support and opportunities for development.

Successful Teams

- Successful teams typically have the following characteristics:
- Goal-oriented mindset
  - The most effective teams set, implement and track goals together to increase efficiency and improve productivity.
- Commitment to their roles
  - Individuals working in roles based on their strengths and expertise are often highly motivated.
- Open to learning
  - Some teams may adjust roles and responsibilities due to the needs of a project or task. Team members who are interested in challenging their skills and learning to complete new individual tasks encourage professional growth.
- Diverse perspectives and experiences
  - Since diversity tends to encourage creativity and innovation, teams with the largest spectrum of experiences and opinions have the potential to perform at their best.

Successful Teams (cont)

- Shared culture
  - Whether it is a company culture or group culture, teams who are united by a singular mission or set of values are often more motivated.

- Responsibility and accountability
  - When teams share a set of values and goals, each team member can be held to the same standard.

- Clear communication
  - Good teams brainstorm solutions, provide status updates and complete tasks.

- Effective leaders
  - Leaders who provide clear direction and encourage team members to succeed are typically managing successful teams.

Accountability

- To build a successful team, each member should maintain personal accountability. When each member is held accountable, they typically do their best work.

- You can establish this type of accountability by setting a good example with your own work, encouraging your teammates to discuss ways to improve and making a point of implementing feedback when possible.

- By encouraging group accountability, your team members can find a sense of belonging and purpose.

A Lack of Accountability

- A lack of team accountability leads to:
  - Unintentionally lowering standards.
  - Reduced performance.
  - Missed deadlines.
  - A strain on relationships.

- Warning signs that you might not be maintaining personal accountability:
  - Blaming others.
  - Making excuses.
  - Resisting constructive feedback.

4 Factors of Personal Accountability

- Commitment
  - The willingness to do whatever it takes to get the results you desire.
- Resilience
  - The ability to stay the course in the face of obstacles and setbacks.
- Ownership
  - Unwavering acceptance of the consequences of your actions (whether individual or collective), with zero blame or argument.
- Continuous Learning
  - Seeing both success and failure as fuel for future success.

Communication

- Successful teams communicate openly with each other, sharing their thoughts, opinions, and ideas with members of their team; as well as taking into consideration what others have to say.

- Communication is essential for keeping track of progress and working together efficiently on tasks.

- Poor communication can lead to crossed wires, which can mean work is left incomplete/incorrect or conflicts can arise.

Listening

- Demonstrate & Encourage Active Listening - A lot of us think we're listening when we're really not.

- We're either listening to talk - waiting for the person speaking to finish so we can say what we want to - or not fully engaged with what someone is saying.

- Active listening asks you to concentrate when team members are talking, try to understand what they're saying and then respond in a way that shows that you have heard them.

- Feeling heard is extremely powerful and teams that feel heard by one another are far more likely to feel safe enough to engage.

- Let's practice…

Because…

- The story begins: This month will be our most successful yet…
- The next person repeats what the previous person said, then adds "because" and adds the next part of the story.
- We'll continue until everyone has added to the story.

A Successful Team Starts With You

- Your level of accountability.

- Your level of job knowledge & experience.

- Your willingness to be open-minded and non-judgmental.

- Your mindset – fixed or growth?

- Your level of emotional intelligence.
  - Self-awareness
  - Self-regulation
  - Relationship management

- Your dedication to self-compassion.

Self-Compassion

- If you are unwell, unhappy or overly stressed, without interaction, you can bring your entire team down.

- You are also unable to provide the services your clients need.

- If we don't love and care for ourselves, we cannot possibly love and care for others.

- What are your excuses for not practicing self-compassion?
  - Too busy, not enough time.
  - Don't feel it's as important as helping others.
  - Not sure how to.

Quick Hacks for Well-Being

- Dr. Santos equates happiness with a leaky tire – you have to keep filling it with air. She also notes that happiness is not about our circumstances; it's about our behaviors.

- Her top hacks to restore well-being:
    - Social connection.
    - Gratitude.
    - Resilience.
    - Savoring.
    - Loving Kindness Meditation
    - Breath Work
    - Become Other-Oriented

- Practicing any of these behaviors will contribute toward your team success!

Adaptability

- Another key factor to team success is adaptability.

- Adaptability refers to how easily you can adjust to change.

- Adaptable people flourish amidst chaos while inflexible people flounder.

- Without adapting to change, your effectiveness is both limited and limiting because inflexibility precludes personal growth.

- Teams and organizations are under constant pressure to adapt in today's fast-paced atmosphere.

- We've all had to be very adaptable over the past year and we're about to face another big change.

- Change starts the process of transition.

Transitions

Please copy the link below and paste into your browser:

https://www.youtube.com/watch?v=Gi60qFtRda4&list=PLFO1PO6I8XzRzhFszcc5ZSgj0h5wf3bic&index=38&t=8s

Breakout Discussion

- As the county opens up, we will be facing a myriad of changes.
  - Returning to the worksite.
  - Having other people return to the worksite.
  - Returning to in-person activities, like meetings or trainings.
  - Possible changes to processes and procedures.
  - Children returning to school.
  - Changes in your clients' situations.
  - Changes in hospital procedures.
  - And many more!

- Discuss what changes you believe your team will be facing in the coming few months.

- Identify at least 2 responses that you could provide to support your team in transitioning through this change(s).
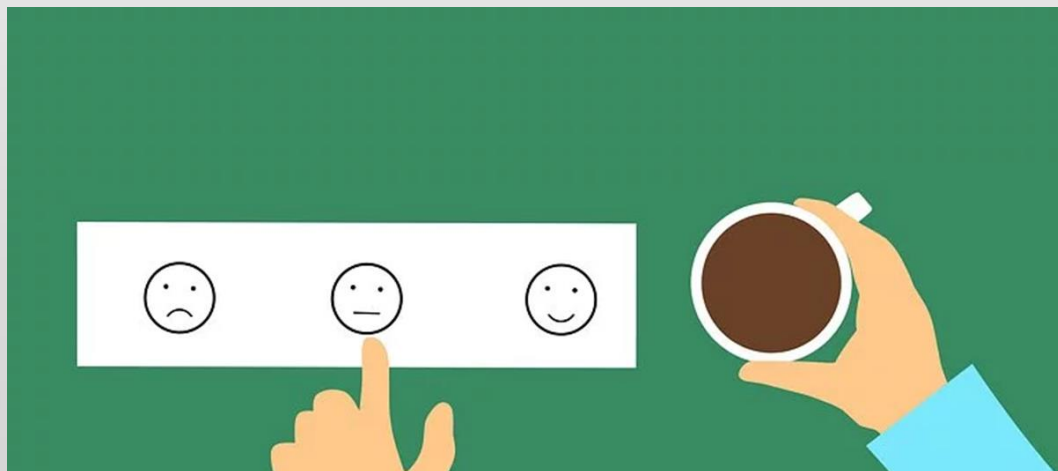
Debrief

- What can you contribute?

Wrap Up and Questions

Please click on the link in the chat box to download the evaluation form for this presentation.

Thank you!

Connect with us! Visit us on social media, or visit our website for more information on the Dynamic Coaching Certification Program

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Resources

- Group Dynamics, Donelson R. Forsyth

- Laurie Santos, PhD:
  - The Science of Well-Being – free class on Coursera.org
  - The Happiness Lab Podcast: https://www.happinesslab.fm/

- Primal Leadership: Unleashing the Power of Emotional Intelligence, Daniel Goleman, Richard Boyatzis, Annie McKee

- https://theundercoverrecruiter.com/qualities-successful-work-team/

- https://hbr.org/2016/06/the-secrets-of-great-teamwork

- https://www.indeed.com/career-advice/career-development/steps-to-building-a-successful-team