What is a Team?

"A team is a work group that must rely on collaboration if each member is to experience the optimum success and achievement" (Dyer, W. , 2001)

"A team is a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they are mutually accountable." (Katzenbach, J.R. & Smith, D.K.,1993)

A team is not a group
of people who work
together. A team is a
group of people who
trust each other. -

What does each member bring to the table?

1. Knowledge
2. Skills
3. Attitudes

Team Dynamics

- ☐ Generational differences
- ☐ Different ages, races, trib
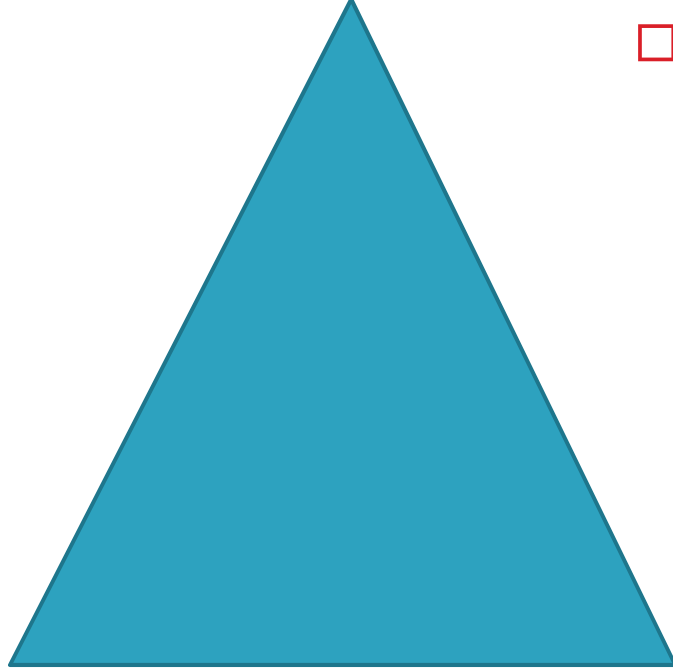- ☐ Personalities
- ☐ Educational levels
- ☐ Sex
- ☐ Religion

Organisational Culture – The Framework

- Rules and Regulatio
- Values
- Organisational struc
- Work ethics
- Dress code

THE ARC TRIANGLE- The Problems of Work

COMMUNICATION

AFFECTION

REALITY

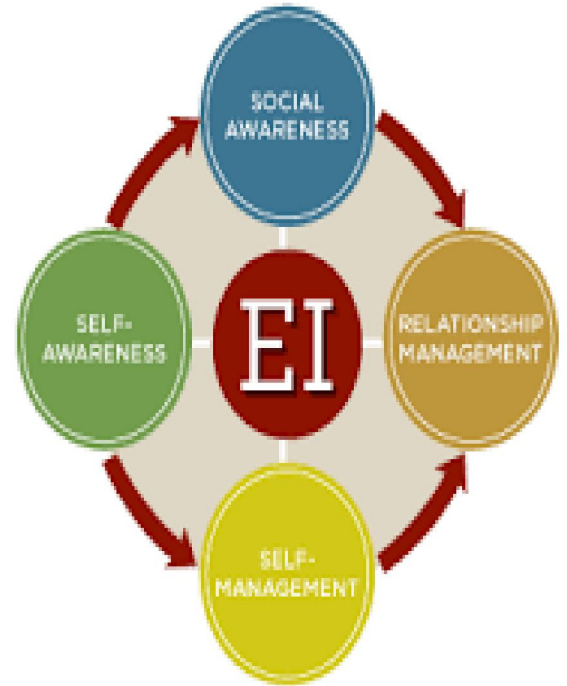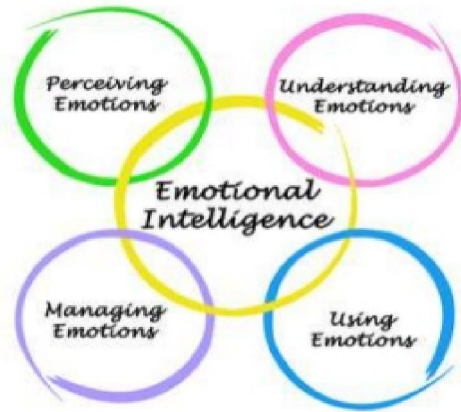- One must be capable of high AFFINITY, be able to tolerate massive REALITIES and must be able to give and receive COMMUNICATION

Key to being a better team player

What is *Emotional Intelligence* ?

- **Emotional Intelligence** is the **ability** to **identify our own emotions and those of others**, **to self-motivate ourselves** and **know how to monitor our emotions** and those of the people around us.

Perceiving Emotions

Understanding Emotions

Emotional Intelligence

Managing Emotions

Using Emotions

http://en.blog.zyncro.com/2013/01/07/emotional-intelligence-applied-to-the-business-environment/

SOCIAL AWARENESS

SELF-AWARENESS

EI

RELATIONSHIP MANAGEMENT

SELF-MANAGEMENT

SELF AWARENESS-**The Key to being a better team player**

1. Who am I?
2. Whom do they say I am?
3. What is my authentic Brand?
4. What skills do I possess?
5. How would I define my character?
6. What are my Experiences
7. How much have I been Exposed ?
8. What Matters Most is how you see yourself

Emotional Intelligence Components

Self	Others
Stage 1: Self-Awareness • "Filter" •Consciousness of Ability to Choose Emotions, Beliefs, Behaviors, and Actions	**Stage 3: Social Awareness** • Intent versus Impact •Perception Shifting •Understanding others • Organizational and community awareness
Stage 2: Self-Management •Event+Response=Outcome •Change Beliefs & Behaviors •Choosing Emotions •Deciding and Acting	**Stage 4: Relationship Management** • Influence • Conflict Management • Collaboration and cooperation

Mindfulness (rows 1)

Empowerment (rows 2)

The 5 principles of winning with teams

Lens Principle
- Who we are determines how we see others

Mirror Principle
- The first we must examine is ourselves

Pain Principle
- Hurting people hurt others

Hammer Principle
- Never use a hammer to swat a fly on someone's head!
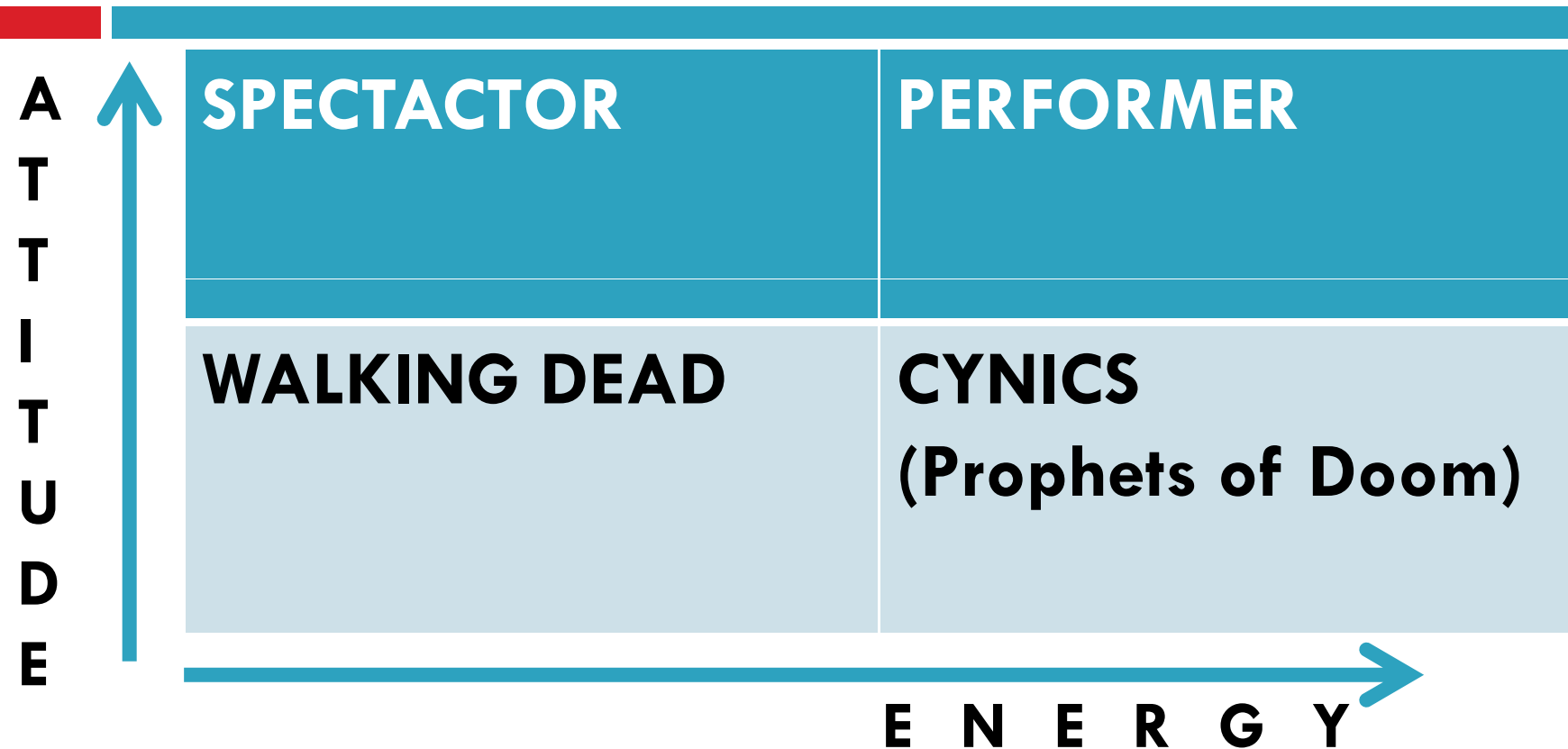
Elevator Principle
- We can lift up or take down people in relations

Understanding your Teams Emotions

Team Analysis

	SPECTACTOR	PERFORMER
ATTITUDE	WALKING DEAD	CYNICS (Prophets of Doom)

ENERGY

Team Diagnosis

1. **Outpatient**

2. **General Ward**

3. **High Dependant Unit**

4. **Intensive Care Unit**

Outpatient

□ Minimum Supervision

□ Minimum counseling

□ Minimum instruction

General Ward

☐ Prolonged Counseling

☐ Prolonged supervision

☐ Prolonged Instruction

High Dependency Unit
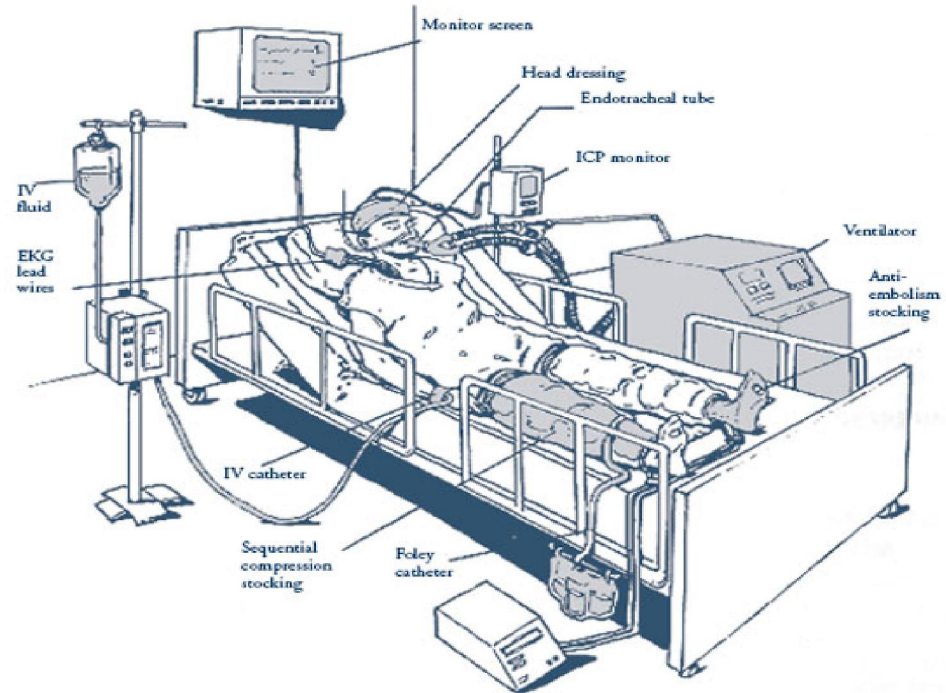

☐ Highly Dependant
 ▪ Threat
 ▪ Force
 ▪ Push
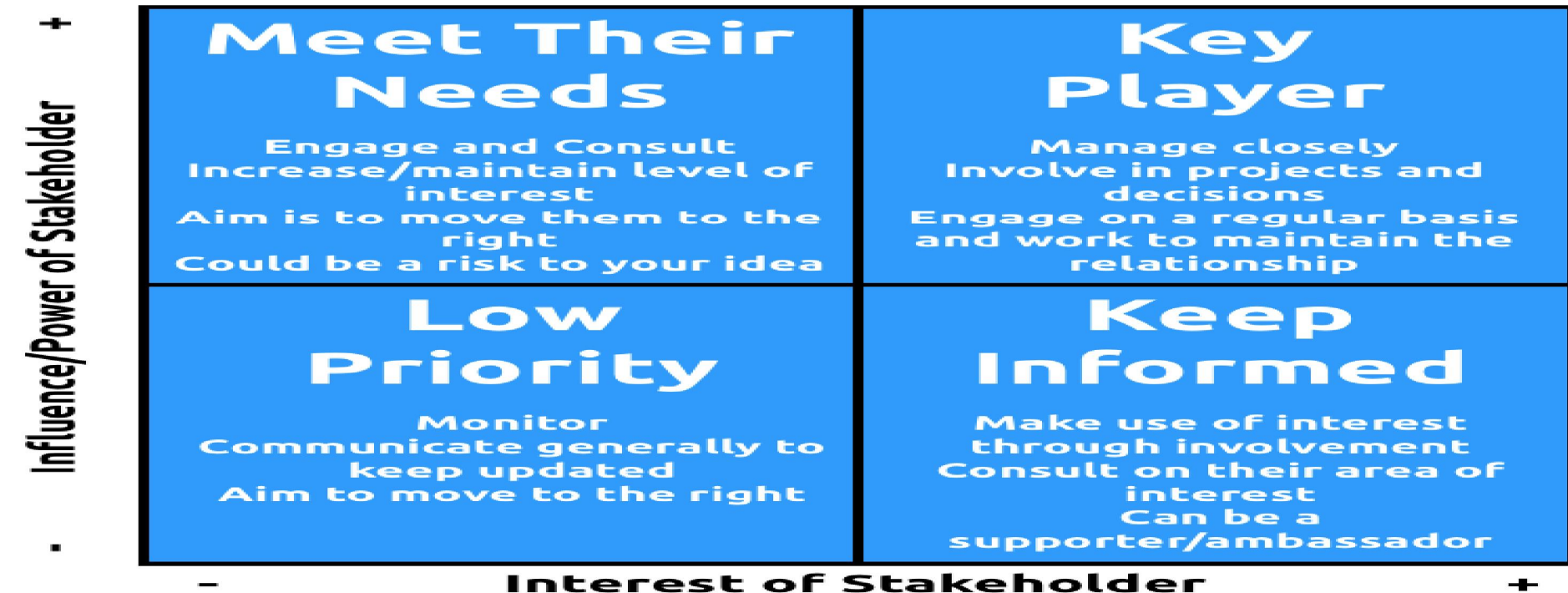 ▪ Peer pressure

Intensive Care Unit

☐ Highly Ignorant

☐ A don't care attitude

☐ Self destructive

Getting Team Priorities Right

	Urgent	Not Urgent
Important	**1. Necessity - Reduce** **Tasks that need your immediate attention. Reactive 'fire-fighting'**	**2. Quality - Increase** **Habitual, proactive actions that reduce quadrant 1.**
Not Important	**3. Deception - Manage** **Things that *appear* to be worth doing.**	**4. Waste - Avoid** **Time wasting activities**

Managing your stakeholders

Influence/Power of Stakeholder (vertical axis, + at top, − at bottom)

Interest of Stakeholder (horizontal axis, − at left, + at right)

Meet Their Needs
Engage and Consult
Increase/maintain level of interest
Aim is to move them to the right
Could be a risk to your idea

Key Player
Manage closely
Involve in projects and decisions
Engage on a regular basis and work to maintain the relationship

Low Priority
Monitor
Communicate generally to keep updated
Aim to move to the right

Keep Informed
Make use of interest through involvement
Consult on their area of interest
Can be a supporter/ambassador

Offer Feed Back

Try 360 Degree Feedback

- If someone says you have ears like a donkey, don't listen to it……………

- But of 2 people tell you that you do, then buy yourself a saddle

Motivating your Team

1. Research of 200,000 global employees… what motivates you to <u>perform</u>?

   1. *Having a great relationship with the **boss**;*

   2. *Enjoying a great **work-life balance**;*

   3. *Having a great relationship with **colleagues**;*

   4. *Being **appreciated** for your work*

Motivating your team

Boss

Life-work Balance

Colleagues

Appreciated
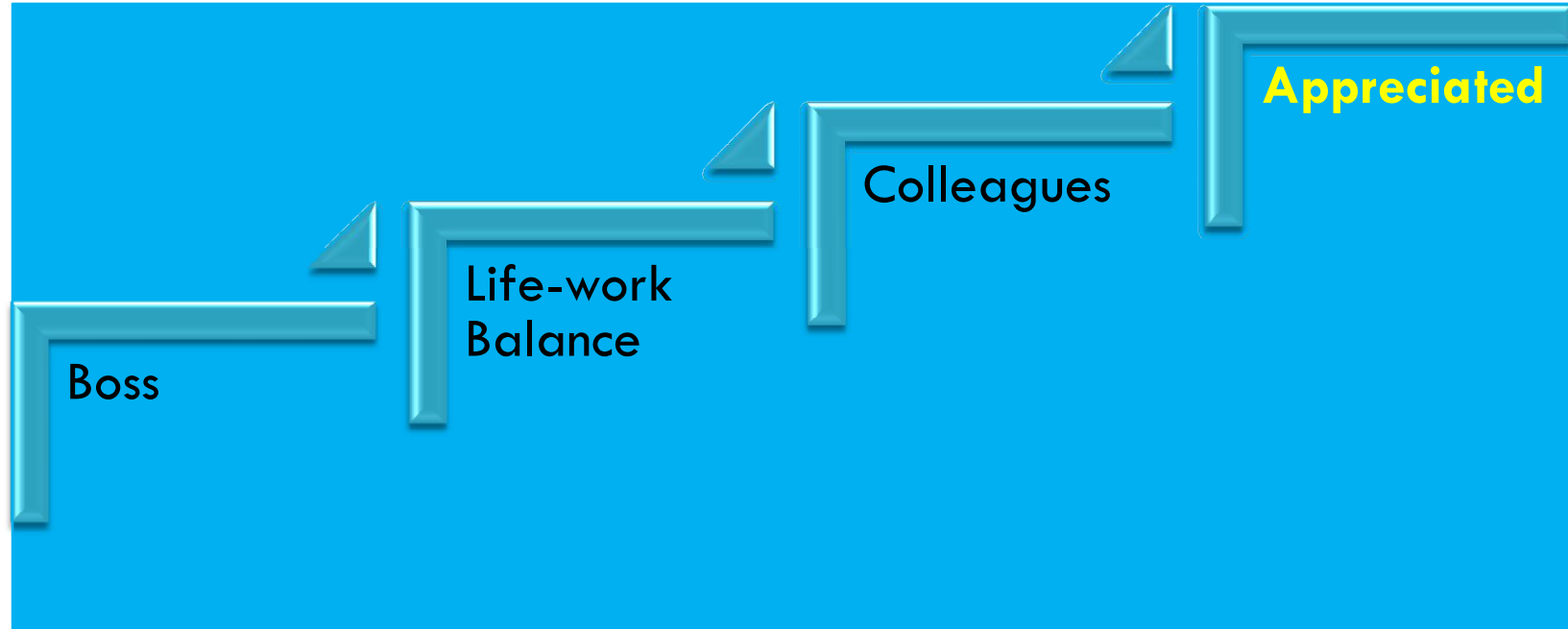
What is Key?

Skills?,
Knowledge?
or Attitude?

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