



DEMONSTRATE YOUR VALUE THROUGH COLLABORATION

Teamwork & Motivation

OBJECTIVES

- Define a team and its function
- Identify the 10 most desirable characteristics of an effective teammate and practice these skills
- Recognize a workplace hierarchy
- Explain the 5 stages of team development
- Identify and apply team motivation techniques



COLLABORATION: SO WHAT?

- What does teamwork mean?
- **Chemistry** – the mutual attraction, sympathy, or bond between individuals.
 - People working together to get the job done!
- **Team** – a group of individuals who work together in pursuit of a common goal
 - Successful team – accomplishes the team's goal



TEAM

- **T**ogether
 - **E**veryone
 - **A**chieves
 - **M**ore
-
- An effective team should consist of members that have complementary skills
 - Team-building and teamwork skills are essential in the workplace



SELF ASSESSMENT – PAGE 4

COMPLETE – 10 Minutes

Are You a Good Team Player?

Answer honestly to get accurate results!!!



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

1. Demonstrates Reliability

- **Reliability** – consistently following through on assignments and doing your best work all the time
 - Gets the work done
 - Does their fair share
 - Honors Commitments
 - Shows up on time and is prepared



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

2. Communicate Constructively

- **Communication** – a process by which information is exchanged between individuals
 - Verbal
 - Non-Verbal
 - Written
- Being able to express yourself in a positive, confident, and respectful manner



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

3. Listen Actively

- Active listening: the receiver provides full attention without distraction
- Listen first and Speak second
- Good teammates receive criticism without getting defensive

“You were given 2 ears and 1 mouth for a reason – listen twice as much as you talk!!



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

4. Participate Actively and Pitch In

- Come prepared
- Listen attentively
- Engage in the conversation
- Do NOT sit back and wait for others
- Supporting members of a different team is being an active team player



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

5. Share Openly and Willingly

- Share your knowledge & skills
- Need to be comfortable within the group
- Keep others “in the loop”
- **Trustworthiness** – to place confidence in someone



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

6. Cooperate and Put Aside Differences

- Figure out a way to work together & solve problems
- Respond to requests for assistance
- Initiate offer to help
- **Diversity** – age, gender, education, sexual orientation, ethnicity, cultural beliefs, economic status, etc.

You do not have to like each other but you must respect others differences



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

7. Exhibit Flexibility

- Change is inevitable
- Adjust to new and changing situations
- Do not complain - ADAPT
- Be firm in your thoughts yet open to what others have to offer



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

8. Show Commitment to the Team

- Care about the teams work, the team, and the team's goal
- Be part of the solution
- Be a vital part of the team



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

9. Be a Problem Solver

- Identify problems and collaborate to find solutions
- Form action plans
- Do Not Be A:
 - Problem Dweller
 - Problem Blamer
 - Problem Avoider



10 CHARACTERISTICS OF EFFECTIVE TEAMMATES

10. Treat Others in a Respectful & Supportive Manner

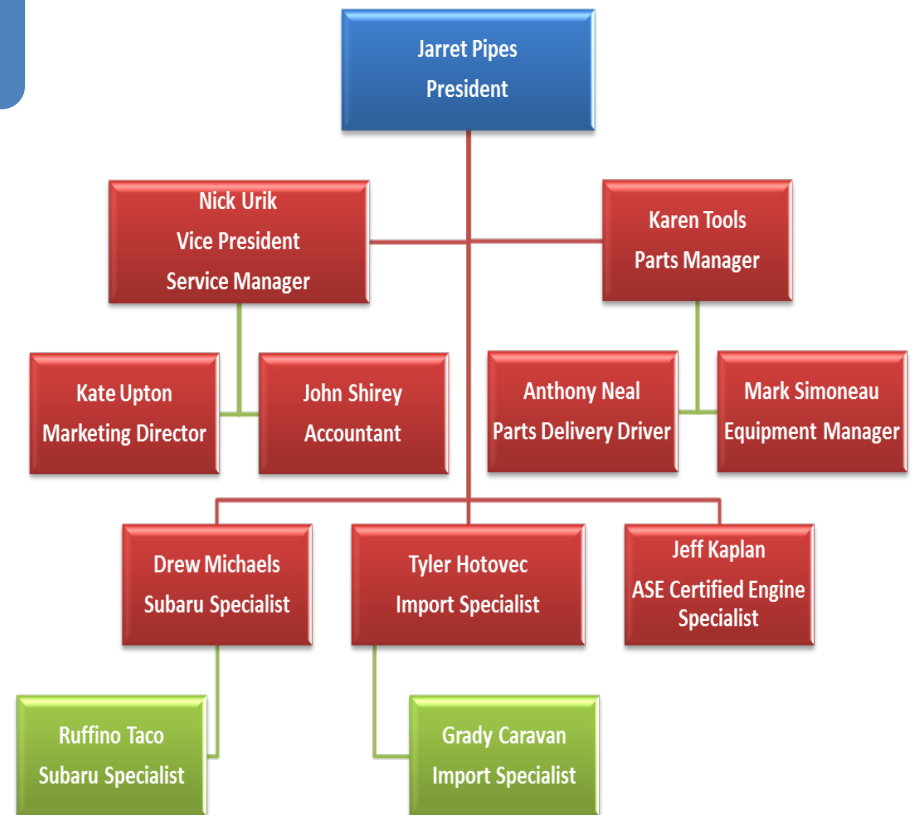
- Support your fellow team mates
- Understand the needs of your team
- Treat teammates with courtesy & Consideration
- Have a sense of humor
- BE PROFESSIONAL



HIERARCHY

Chain of Command

- People or groups are ranked according to status or authority
- Clear & established relationships
- There is an official and unofficial hierarchy within most companies



TEAMS

- **Formal Teams** – formed within an organization, and may include functional or cross-functional members, to accomplish a company goal
 - Leader is usually assigned

- **Informal Teams** – usually outside of an organization whose members get together to accomplish a noncompany goal
 - Leader is usually agreed upon



5 STAGES OF TEAM DEVELOPMENT

- Regardless of what type of team you are on, it will be more successful if everyone gets along and works together – this is known as team development
- Every team goes through 5 stages and these stages are necessary for the team to grow, face challenges, tackle problems, find solutions, plan work, and deliver results
- Each stage has different “feelings” and “behaviors” that need to be recognized in order to be effective



5 STAGES OF TEAM DEVELOPMENT

1. **Forming** – Excitement, Eager, Positive, Anxiety
2. **Storming** – Frustration, Anger, Argue, Critical
3. **Norming** – Resolve, Acceptance, Recognize
Diversity, Belonging
4. **Performing** – Share Strengths & Weaknesses,
“Can Do” Attitude, Responsibilities,
Accomplishment
5. **Adjourning** – When the goal is meet



MOTIVATION

- An internal drive that causes people to behave in a certain way to meet a need
- Motivation comes from within
- Several facts contribute to motivation
 - NOT just money
- Teams need to be motivated to achieve success

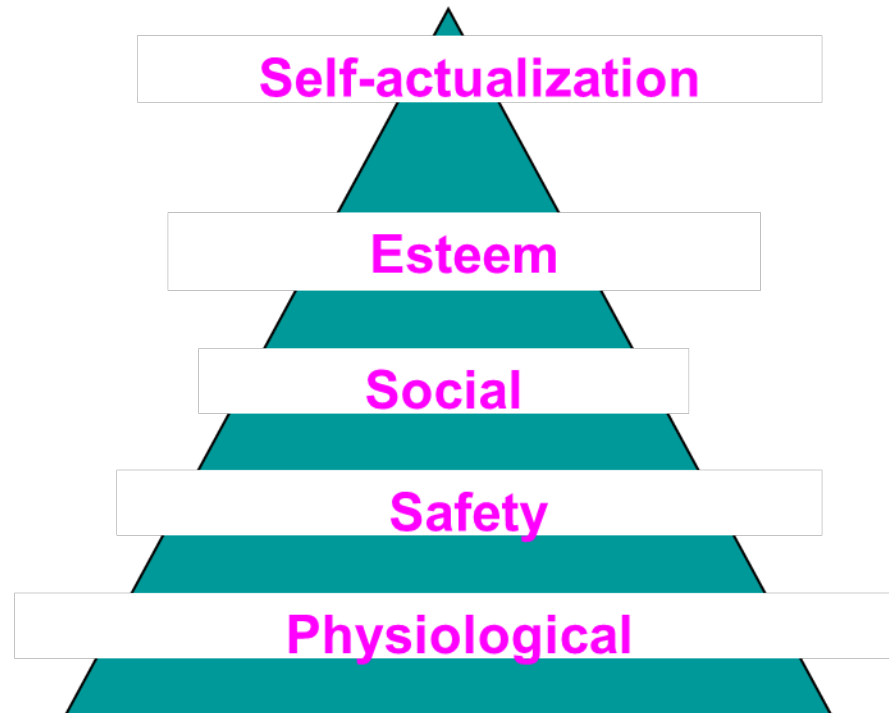


NOT in BOOK

MOTIVATION

- **Maslow's Hierarchy of Needs**: an individual's needs are met as they progress up a pyramid (hierarchy) of five needs

- Physiological
- Safety
- Social
- Self-esteem
- Self-actualization



JOB BURNOUT

- “A state of physical, emotional or mental exhaustion combined with doubts about your competence and the value of your work”
- Signs of Job Burnout
 - Page 26
- Causes (and fixes) of Job Burnout
 - Pages 26-27



