

## Unit-5

### Appropriate Interactions in Right Contexts

#### Some Tips

#### ① Put Yourself In The Other Person's Shoes →

Think about the other person hearing what you have to say for the first time. If you were in their shoes, what would you need to know to be able to put the message into context? Is there some background information that's important to convey? Would you want to know the history of how you arrived at a certain place? Try to anticipate how they might respond and frame your context to their needs.

#### ② Level The Power Dynamic →

Remember that when you are communicating information without any context, it can feel like you know more than the other person. This creates a power imbalance that can put others on the defense. To remove that feeling, be open! Let them know how you know the information and share as many details as you can. That way, at the end of the day, you will both know all there is to know.

#### ③ Answer The Fear That Might Arise →

Not being privy to important information creates fear. As people hear information without context, it can bring up fear around what else they might not know. Setting context removes the ambiguity and helps to allay any anxiety.

#### ④ Proactively Answer Their Questions →

Communicating within context helps people to process the information faster and to make



decisions quicker. Anticipate what the inevitable questions are going to be. Answer the question before it is even asked - when you provide context and provide holistic information by anticipating questions, you are helping the receiver reach conclusions easily.

### Team Interactions →

Team interaction is different from the general interpersonal interaction and it involves more behaviors among team members in order to achieve common goals. There are nine tips to help you get started on building a collaborative team to boost productivity for your business.

- 1 Share a vision
- 2 Set expectations early
- 3 Establish metrics
- 4 Capitalize on strengths
- 5 Encourage new ideas
- 6 Create cross-functional work groups
- 7 Keep Your promises
- 8 Build team relationships after work
- 9 Celebrate Collaboration

### Importance of Team Interactions —

Communication in teams is more than just efficient work. It allows everyone on the team to be educated on any topic that may affect their work. Moreover, it develops trust, builds camaraderie among the team members, boosts morale, and helps problems solve themselves in the workplace.



# Role of Interactions in Team Building

## 1. Builds Healthy Work Relationships →

Team communication in a professional, in person context can build positive work relationships. However, in a ~~distro~~ distributed team environment, poor interaction can erode work. Companies must take advantage of digital communication tools to keep the team connected and together in such a case. People have psychological needs, they want to be understood, validated and accepted. And it can be possible only by healthy interactions.

## 2. Improve Employee Engagement →

Interactions encourage a culture of recognition in the workplace. Effective team communication clears employee doubts and helps them brainstorm ideas and doubts with their peers and managers. It creates a sense of belonging among the team members which keeps them more engaged and satisfied.

## Impact Employee Wellbeing →

Employee wellbeing is critical for an organization to succeed. If your workforce is not physically and psychologically healthy, it directly impacts their performance. When employees keep open communication and share their experiences related to any issues, it keeps them emotionally healthy. Finding ways to bridge that gap and providing the right remote communication tools is the key.

## 4. Bring More Innovation →

In this digital economy, companies from all sectors must find innovative ways to sustain and



reinvent themselves. One can only achieve that with good communication and active listening practices. Creating a company culture of openness and encouraging employees to share their ideas and views helps companies to make better decisions and bring innovation. Innovation is unlikely to occur in an organization lacking open communication because it is a significant factor that drives it.

### 5 Enhances Transparency →

To ensure a smooth work process and best results, all team members must keep each other informed and maintain transparency. Transparency would allow them to communicate effectively, provide constructive feedback, solve problems and build relationships. It helps build stronger teams while also increasing their collective work efficiency. When team communication is not effective, transparency takes a back seat and affects the company's overall productivity.

### Develop Employee Skills →

Team members who work together in a collaborative environment or work cross-functionally develop better skills. Effective interaction among team members gives a clearer evaluation of their skills and performance. Open feedback channels help employees set benchmarks for themselves and learn more about their shortcomings and strengths. It gives employees the objectivity to improve, learn and grow.

### Reduces Conflicts →

Effective interaction leads to productive discussions and allows for better planning. It helps employees

\* Look into a conflict objectively without getting personal. And it strengthens the likelihood of healthy cooperation among team members.