

# Team Management



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# Quiz

1. What is a GROUP?
2. What is a TEAM?
3. As a class, are you a GROUP OR TEAM?



Welcome to the session & discussion!!!



# Presentation outline

1. Objectives
2. Introduction
3. Definition of terms
4. Stages of team development
5. Recap on team role model
6. Characteristics of a good team member
7. Conclusion



# OBJECTIVES

- At the end of session the learner should;
  1. Define a team
  2. Describe characteristics of a team
  3. Identify challenges that teams face
  4. Identify solutions to team challenges



# Introduction

- Team management is having work done in teams. It is a process to have a team evolve productively
- Teams have a manager or leader
- Team building is an ongoing process that helps a work group evolve into a cohesive unit
- The team members not only share expectations for accomplishing group tasks, but trust and support one another and respect one another's individual differences.
- Your role as a team builder is to lead your team toward cohesiveness and productivity.



## Introduction cont...

- A team takes on a life of its own and you have to regularly nurture and maintain it, just as you do for individual employees.
- With good team-building skills, you can unite employees around a common goal and generate greater productivity.
- Without them, you limit yourself and the staff to the effort each individual can make alone.



# WHAT IS A TEAM?

- A team is a collection of individuals from a single profession or a multi-professional group of individuals in which all persons have specific roles and purposefully interact with each other to achieve a common goal.
- The composition of a team may remain constant or change constantly.
- The team may work closely together in one place or be geographically distributed



# Investing in Teamwork

- Effective teams start with a shared understanding of what it means to be a team, an honest assessment of the team's strengths and weaknesses, and a commitment from individual members to act in a way that supports the team.





# TEAM = COMMON GOAL



# Use “Investing in Teamwork” to:

- Change the mind-set from a work-group to a team
- Eliminate destructive behavior within the team
- Renew each member’s dedication to the team
- Gain commitment of each team member to change behaviors as needed to support the team
- Identify the benefits of teamwork



# 1. Change the mind-set from a work-group to a team

- DIFFERENCE BETWEEN WORK GROUPS AND TEAM
  - A leader dominates and controls a workgroup, while in a team, the leader is a facilitator.
    - In a team, the leader often is there to facilitate discussion. Instead of imposing his opinions, a leader in a team often sits back and allows members to speak their mind on certain issues. He doesn't decide on the final decision, and often seeks consensus from the whole team instead.
  - The goals of a workgroup is often set by the leader or the head of the organization, while in a team, the members usually set the goals
    - An organization often has pre-determined goals that the work group adopts as a part of their plan, but often, a team comes together to decide on its purposes and goals together.



# Change the mind-set from a work-group to a team

- In a workgroup, the leader is obvious and he conducts the meeting; while in a team, the members are often actively participating in the discussions.
  - In a workgroup, members often just give 'yes' or 'no' answers to the leader in the meeting and contributes very little input except when asked.
  - In a team, members are often actively participating and discussing about the issues at hand, offering their input spontaneously.
  - This often creates a synergistic solution to many problems as the issue is seen from different perspectives.



# Change the mind-set from a work-group to a team

- In a workgroup, the leader assigns work to the members, while in a team, everyone decides together on the work assignments.
  - Team members often decide democratically with regards to the responsibilities of the task. This is of greater advantage as everyone is clear about their own strengths and weaknesses as compared to a workgroup, where the leader must be extremely clear about his subordinates to achieve the same effect.



## 2. Eliminate destructive behavior within the team

- **10 Destructive Behaviors That Can Bring Down a Team's Success**
  - **1. Power Coalitions** – Small groups that defer mostly to each other, withholding acknowledgement or feedback to members outside of their “clique.”
  - **2. Piranha Factor** – Those who sabotage collaboration on a team, interrupt the free exchange of ideas and destroy team success. Usually a person who deliberately uses manipulation, coercion and sabotage for their personal gain.



# 10 Destructive Behaviors That Can Bring Down a Team's Success

- **3.Complacency/Status Quo** – Usually seen in team members who have been a part of an organization for many years. Their approach and thinking is to continue to operate as they historically operated; no new ideas, innovation or processes. The goal here is to change things up. Take that person out of his or her comfort zone and present them with new challenges. Implementing a bonus structure for meeting objectives is also beneficial to overcome this behavior.
- **4.Lip Service (aka, walk the talk)** – Seen with people who promise the world yet deliver very little. Make sure the employee is not just simply overwhelmed. Make it clear that trying to promote great service is important, but don't promise what you won't deliver.



# 10 Destructive Behaviors That Can Bring Down a Team's Success

- **5. Competing Factions Within a Team** – Two opposing groups both extremely passionate about their viewpoints. You must rebuild the team to be cohesive and high-performing.
- **6. 'Round Here Thinking** – Those team members who think certain strategies won't work around here, even though they have been proven to work elsewhere. The goal here is to remove the perceived barriers and get everyone focused on the goals, mission and initiatives.
- **7. Strong Silos** – Watch out for team members who are not focused on the good of the team. They usually are only concerned with their department, their career aspirations and their egos.





# 10 Destructive Behaviors That Can Bring Down a Team's Success

- **8.Passive-Aggressive Behaviors** – Usually seen as procrastination, stubbornness, resentment, Sluggish, or deliberate and repeated failure to accomplish requested tasks. It's usually a team member with a strong personality who may try to sabotage organizational direction.
- **9.Blindness to Customers** – While having the best product or latest technology is still important, it does not, in and of itself, provide a sustainable competitive advantage. Make sure you are offering relevant products and that your employees are offering value-added service. Don't be blind to the needs of your customers.



# 10 Destructive Behaviors That Can Bring Down a Team's Success

- **10. Engrained “Old Culture”** – Usually seen with managers who have been with a company for years and believe the old way is the only way. Put the emphasis on new management styles that could meet the new direction of the company, and recruit leaders who can grow the business in new markets.



## 2. Eliminate destructive behavior within the team Cont.

- Building high-performance teams in the workplace takes drive, determination and focused persistence, and these are just some of the behaviors to keep an eye out for.
- No one can dispute the power that Power Teams deliver to an organization.
- When people come together and set aside their individual needs for the good of the whole, they get more done in less time and with less cost.



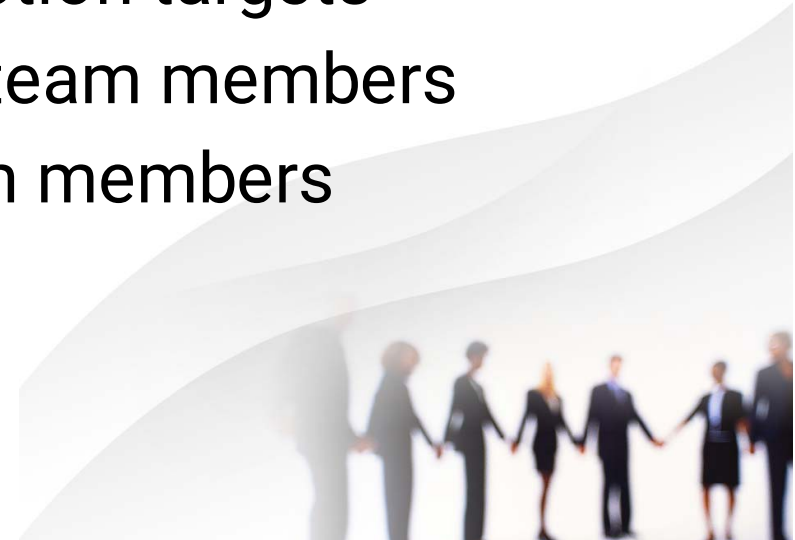
### 3. Renew each member's dedication to the team

- Motivating your workers is one of the largest challenges in every single organization .
- The pressure and pressure in a operate atmosphere can generally diminish interest and enthusiasm of some personnel towards their operate.
- Other men and women might perform only for their private gains which spoils the extremely essence of team function on working via a single organisational goal.
- Far more typically than not, salary and incentives are becoming the driving force with the workers to perform well at their jobs.



## 4. Gain commitment of each team member to change behaviors as needed to support the team

- There are a number of signals that indicate the work team is committed and cooperating. These include:
  - maintaining or increasing quality
  - reaching or exceeding production targets
  - decreasing complaints from team members
  - limited conflict between team members
  - fewer workplace injuries.



# Gaining team commitment

- What are the signals that team members in your work team are committed and cooperative?
- Who can you speak to about gaining team commitment and cooperation in your workplace?
- An important part of gaining commitment and cooperation is getting information from people. These people could be supported employees, or other supervisors and managers.



# 5. Identify the benefits of teamwork

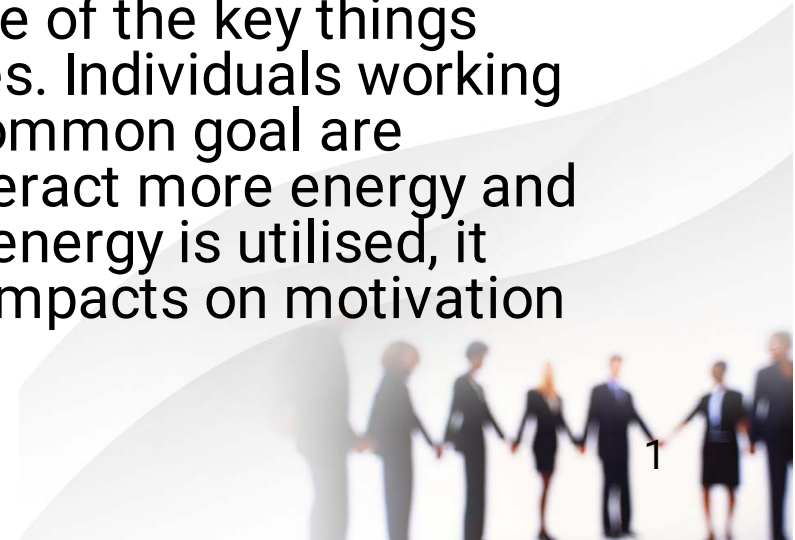
## 6 Key Benefits of Teamwork

### 1. Creativity

- We all have different skills, knowledge and personal attributes. By utilising all of these different aspects in a team, more ideas can be generated. As more ideas are generated, more creative solutions are generated, leading to better results.

### 2. Satisfaction

- Lack of job satisfaction is often one of the key things highlighted in surveys of employees. Individuals working together as a team to achieve a common goal are continually developing. As they interact more energy and enthusiasm is created. When this energy is utilised, it produces results which positively impacts on motivation and leads to even more success.



# 6 Key Benefits of Teamwork cont...

## 3. Skills

- Even the best qualified individual cannot have all of the skills to do everything. Some people excel at coming up with the ideas. Others love the detail while there are those that focus on the big picture. There are others who can be counted on when it comes to implementing and follow through of a plan.
- The key point is that when a team works together, it has a huge range of skills available that it can utilise to deliver extraordinary results.





# 6 Key Benefits of Teamwork cont...

## 4. Speed

- Imagine that you have a project that needs research, pulling together a proposition, financing it, implementing it and delivering specific benefits. If one person was allocated this task, it could take months and maybe years to make it happen. By splitting up the project, work can move forward in parallel and the ultimate goal achieved faster.



# 6 Key Benefits of Teamwork cont...

## 5. Sounding board

- We all have a range of options open to us. If we are trying to figure out what is best, we might never move forward. In a team situation, other team members can act as a sounding board, allowing us to cut through the options and get on with those most likely to achieve the desired goal.

## 6. Support

- People will often go to what seems like extreme lengths when they know that they can rely on the support and encouragement of the team. Never underestimate the significance of this in achieving results.



# SUMMARY

**Clear leadership also involves representing the interests of the team, protecting its reputation, helping to establish trust with external stakeholders, and helping to resolve conflicts between internal and external partners while creating a unique team identity. We see little evidence of such clear and effective leadership in health care teams. There is a need to promote team leadership training...**



END

THANK YOU FOR THE DISCUSSION  
TEAM!!!

