

Team Working Skills

What Is Team Work?

- ▶ **Teamwork** is work performed by a team or group of people.
- ▶ Earlier, humans worked as a team to hunt large animals
- ▶ Teamwork is even more common in modern society because of the increased complexity of tasks and resulting in division of labour.
- ▶ Some activities can only be performed as a team.
- ▶ In other cases, the activity might be performed separately by the individuals but they choose to cooperate for specific reasons and benefits.
- ▶ The quality of teamwork may be measured by analysing the following ways:
 - ▶ communication
 - ▶ coordination
 - ▶ balance of contributions
 - ▶ mutual support
 - ▶ Effort
 - ▶ Cohesion (how well people work together)

Success of Teams

- ▶ For any team to be successful, it is critical that the members:
 - ▶ Identify the focus of the work
 - ▶ Recognize and respect the value of other member contributions
 - ▶ Take personal responsibility (ownership) for maintaining standards
 - ▶ Value the opportunity of mentoring/coaching team members
 - ▶ Network with other members
 - ▶ Complete tasks efficiently
 - ▶ Clarify goals and tasks
 - ▶ Encourage members to listen and consult
 - ▶ Develop and contribute new visions/goals collaboratively
 - ▶ Share responsibility
 - ▶ Positive and constructive feedback
 - ▶ Value ethical practices and principles
 - ▶ Respect diversity and cultural differences
 - ▶ Develop and train members in new skills
 - ▶ Have fun together 😊

Team Leader

As a team leader you need to:

- ▶ Contribute to knowledge and skill development of the team
- ▶ Facilitate team cohesion
- ▶ Provide coaching and mentoring
- ▶ Give constructive feedback and encouragement for individual and group achievement
- ▶ Demonstrate personal commitment to fair and ethical practice
- ▶ Respect the contributions of all participants
- ▶ Give credit for achievement
- ▶ Promote and stimulate discussion
- ▶ Keep discussion to the point
- ▶ Maintain even distribution
- ▶ Restrict private discussion
- ▶ Encourage lively discussion
- ▶ Assist members to express their ideas
- ▶ Ask questions and induce discussion

Team Members

As a team member you should:

- ▶ Show respect for the group
- ▶ Respect cultural diversity
- ▶ Value different ways members deliver information
- ▶ Understand the forces at work
- ▶ Speak clearly and concisely
- ▶ Listen actively
- ▶ Interact assertively
- ▶ Think logically and analyse ideas presented
- ▶ Participate in speaking
- ▶ Keep discussion to the point
- ▶ Encourage good ideas

Team Meetings

Teams meet to:

- ▶ Share information
- ▶ Plan and organize work activities
- ▶ Seek solutions
- ▶ Make decisions
- ▶ Provide a forum for discussion and feedback
- ▶ Contribute towards team building
- ▶ Support each other
- ▶ Review work practices
- ▶ Catch up on news with friends and relations
- ▶ Respond to requests for workplace improvement
- ▶ Review work practices
- ▶ Undergo training

Planning

Steps in the planning process:

1. Identify the problem
2. Agree on a goal
3. Establish the criteria
4. Identify the issues
5. Identify resources
6. Develop options
7. Decide on a strategy
8. Plan the action to be taken
9. Establish a contingency plan
10. Set up a feedback process

What Is Team Work?

<http://www.youtube.com/watch?v=xk3CtrFJJ20>

Team work for Survival

http://www.youtube.com/watch?feature=endscreen&NR=1&v=i_Psl0nFEzw

<http://www.youtube.com/watch?feature=endscreen&NR=1&v=1qzzYrCTKuk>

Benefits of Team work

<http://www.youtube.com/watch?v=fLGrfkgYxiQ&feature=related>