

Effective Teaming

Why do we join teams?

- **Security/power:** To reduce our insecurity
- **Status:** To be viewed with importance
- **Self-esteem:** To feel good about ourselves
- **Affiliation:** To fulfill a need for belonging
- **Achievement:** To secure a pool of talent to deliver a needed result

Elements essential for effective teaming

- **Commitment**
- **Principled leadership**
- **Support and recognition**
- **Member competency**
- **Communication Skills**
- **Clear and evaluating goals**
- **Living team norms**

Types of teams

- **Natural team:** Work together on a regular basis
- **Functional problem-solving team:** Work within the same department to solve a problem
- **Cross-functional team:** Represent diverse areas to develop ideas and solve organizational problems
- **Virtual team:** Dispersed geographically and address any of the above team functions

Stages of team development

- **Form:** Members join or are assigned to the team
- **Storm:** Inevitable struggles (minor to major) emerge within newly formed team
- **Norm:** Members develop clear, shared standards of behavior (documented or not)
- **Perform:** Team pursues its goals and assignments
- **Adjourn:** The team ends when it has accomplished goals

Qualities of an effective team member

- **Grant team members their expertise**
- **Value member differences**
- **Focus on solving problems and not on laying blame**
- **Support group decisions**
- **Give credit to everyone on the team**
- **Show respect for all team members**

More information on any Service Reminder content can be found in the book *Managing Service Excellence* by C. William Crutcher

