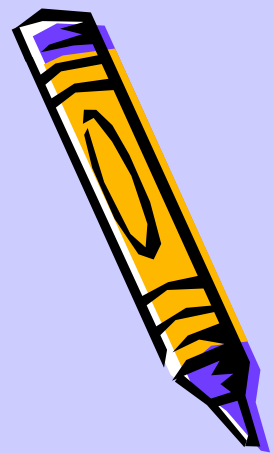
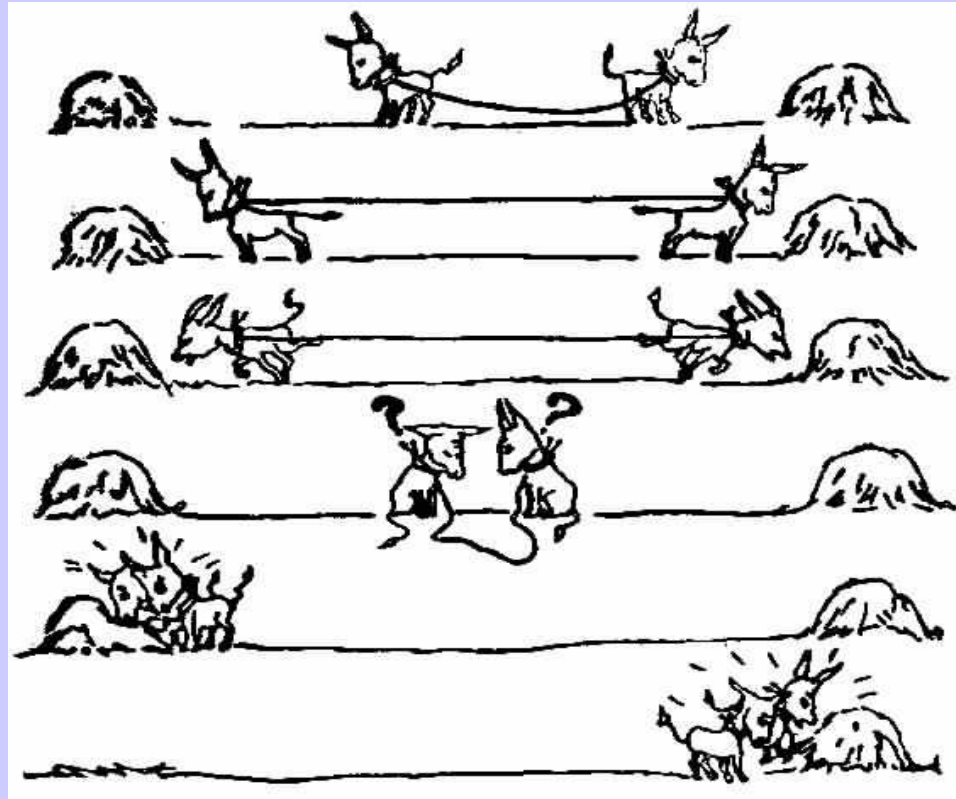
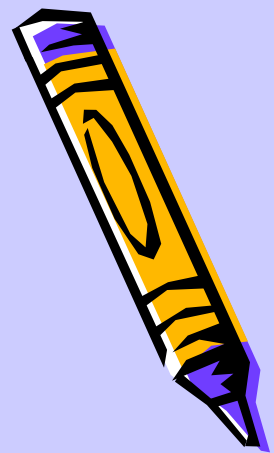


# SHOUT!

# Team Building Day

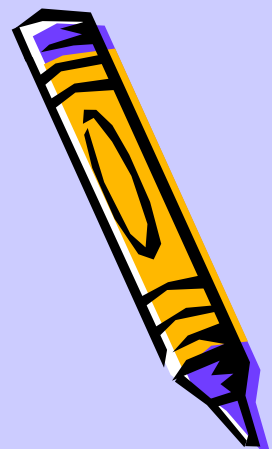




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**T**ogether  
**E**veryone  
**A**chieves  
**M**ore!



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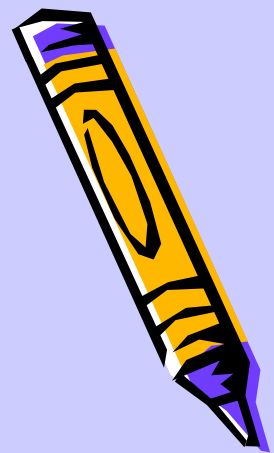
# Collaboration Through Team Building



## Session Objectives:

- Identify and understand teams and how they function.
- Demonstrate the skills necessary for the development of an effective team.





- The Most Effective Teams:
  - Share information openly
  - Participate in the team's task
  - Encourage each other
  - Use all of the team's resources

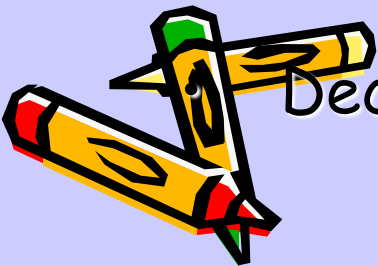


## Collaboration Through Team Building

The most effective teams arrive at decisions through consensus by following a rational process that includes:

- Identifying the issue.
- Setting a specific objective.
- Gathering and analyzing the facts.
- Developing alternatives.
- Evaluating the alternatives.

Deciding and acting.



## Collaboration Through Team Building



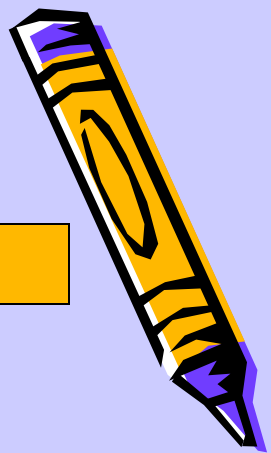
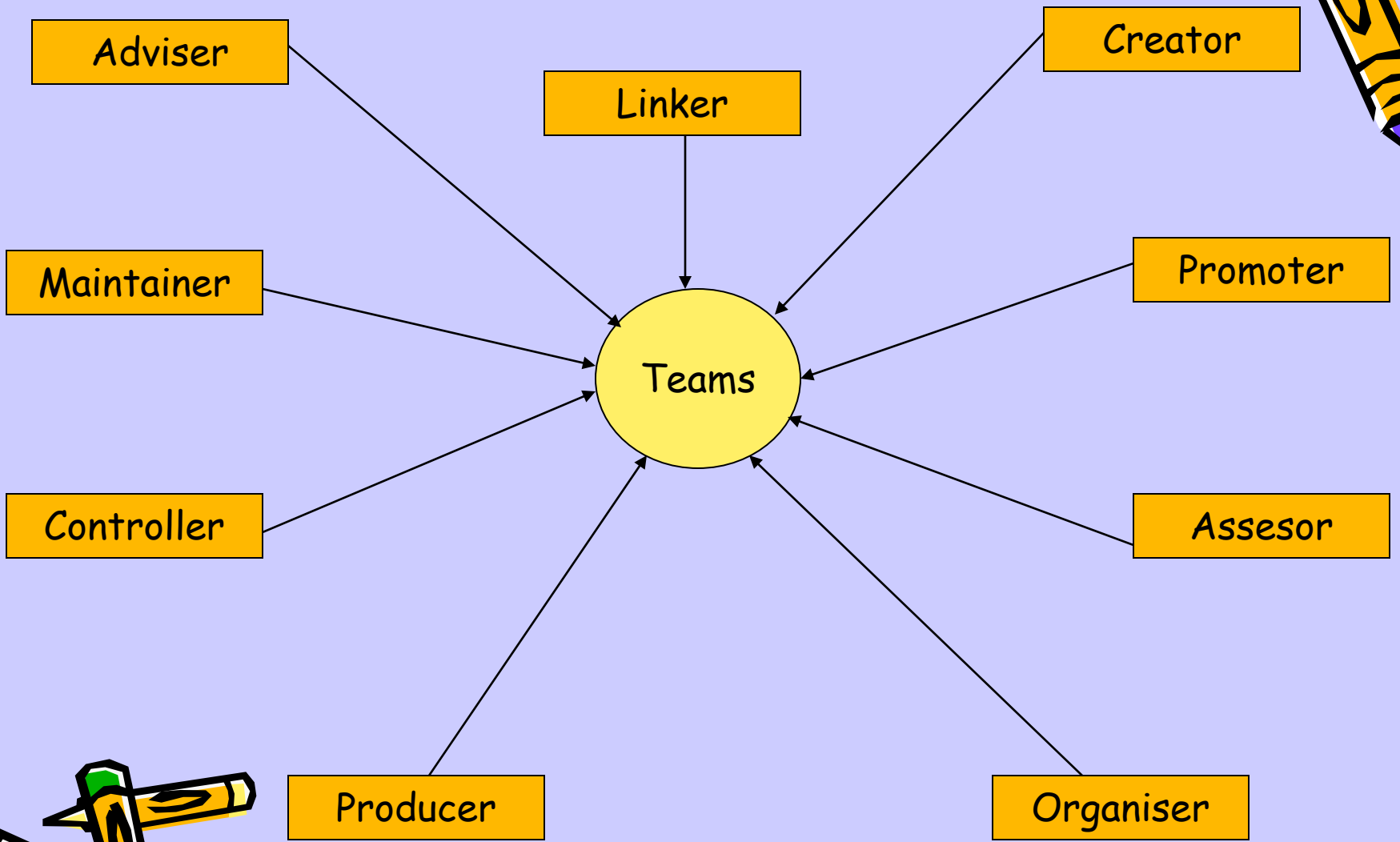
In addition to the problem solving process, teams must also engage in interpersonal interaction.

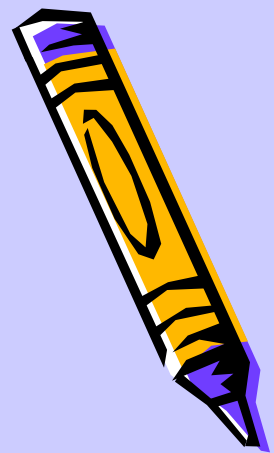
Decisions are made and objectives are achieved not only by effectively following the problem solving process, but also to the extent that team members share information in an open, truthful, honest, and trustful manner.





# Key Roles of Teams

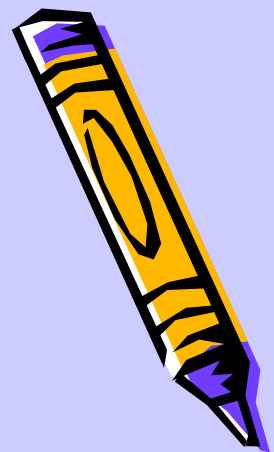




- Stages in Team Building



# Stage 1: FORMING



- Team Building
  - Define team
  - Determine individual roles
  - Develop trust and communication
  - Develop norms
- Task
  - Define problem and strategy
  - Identify information needed

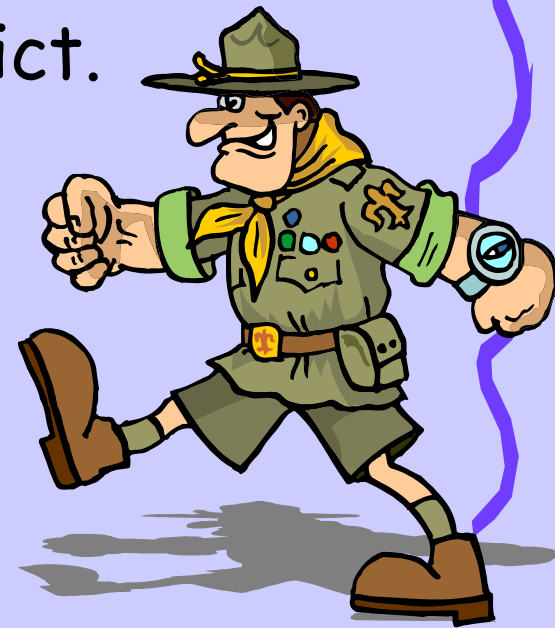


# Team Roles - Leader

- Encourage and maintain open communication.
- Help the team develop and follow team norms.
- Help the team focus on the task.
- Deal constructively with conflict.



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# Team Norms

- How do we support each other?
- What do we do when we have problems?
- What are my responsibilities to the team?



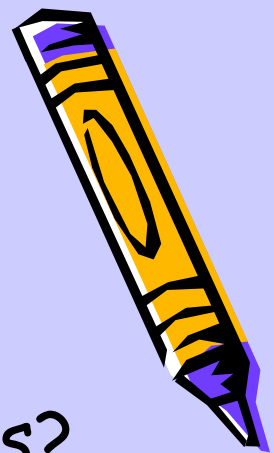
# Stage 2: STORMING



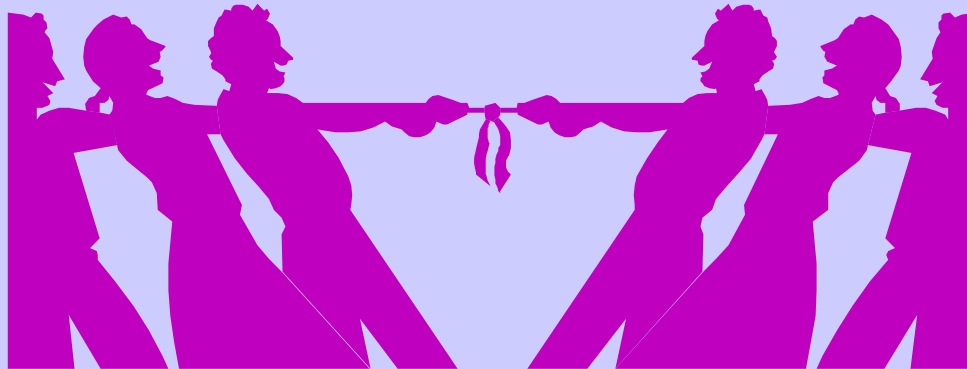
- During the Storming stage team members:
  - realize that the task is more difficult than they imagined;
  - have fluctuations in attitude about chances of success;
  - may be resistant to the task; and,
  - have poor collaboration.



# Storming Diagnosis



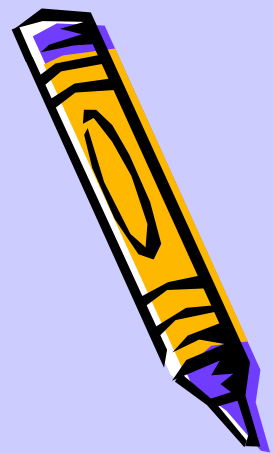
- Do we have common goals and objectives?
- Do we agree on roles and responsibilities?
- Do our task, communication, and decision systems work?
- Do we have adequate interpersonal skills?



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# Negotiating Conflict

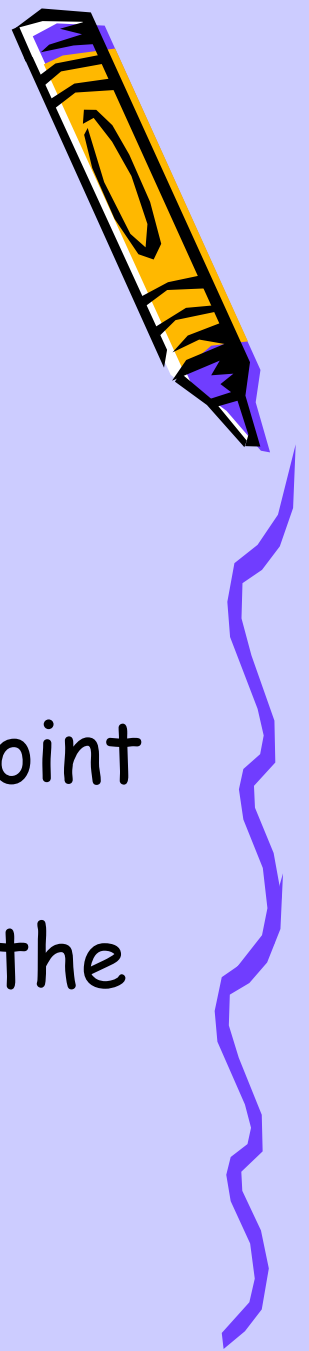


- Separate problem issues from people issues.
- Be soft on people, hard on problem.
- Look for underlying needs, goals of each party rather than specific solutions.





# Addressing the Problem



- State your views in clear non-judgmental language.
- Clarify the core issues.
- Listen carefully to each person's point of view.
- Check understanding by restating the core issues.



# Stage 3: Norming

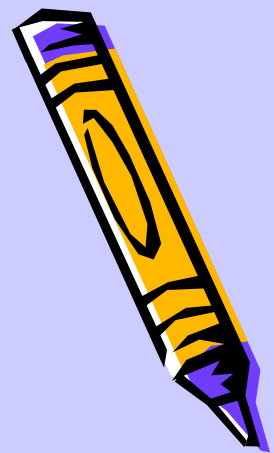
- During this stage members accept:
  - their team;
  - team rules and procedures;
  - their roles in the team; and,
  - the individuality of fellow members.



- Team members realize that they are not going to crash-and-burn and start helping each other.



# Behaviors



- Competitive relationships become more cooperative.
- There is a willingness to confront issues and solve problems.
- Teams develop the ability to express criticism constructively.
- There is a sense of team spirit.

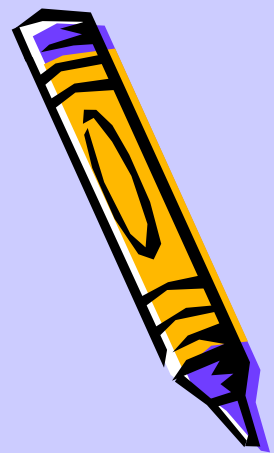


# Giving Constructive Feedback

- Be descriptive.
- Don't use labels.
- Don't exaggerate.
- Don't be judgmental.
- Speak for yourself.



# Giving Constructive Feedback



- Use "I" messages.
- Restrict your feedback to things you know for certain.
- Help people hear and accept your compliments when giving positive feedback.



# Receiving Feedback



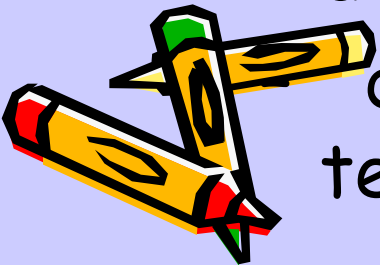
- Listen carefully.
- Ask questions for clarity.
- Acknowledge the feedback.
- Acknowledge the valid points.
- Take time to sort out what you heard.



# Stage 4: PERFORMING

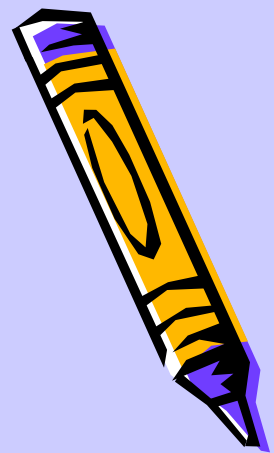


- Team members have:
    - gained insight into personal and team processes;
    - a better understanding of each other's strengths and weaknesses;
    - gained the ability to prevent or work through group conflict and resolve differences; and,
- developed a close attachment to the team.



# Recipe for Successful Team

- Commitment to shared goals and objectives
- Clearly define roles and responsibilities
  - Use best skills of each
  - Allows each to develop in all areas

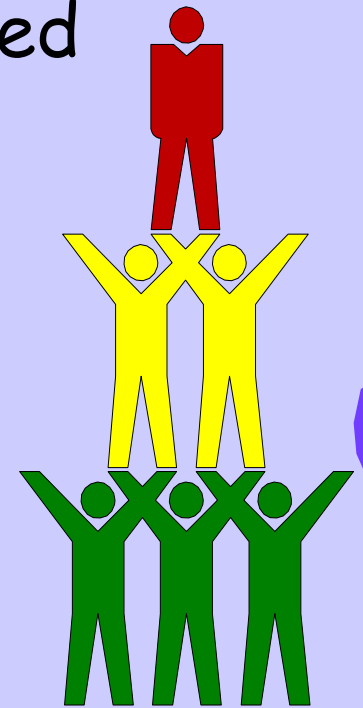




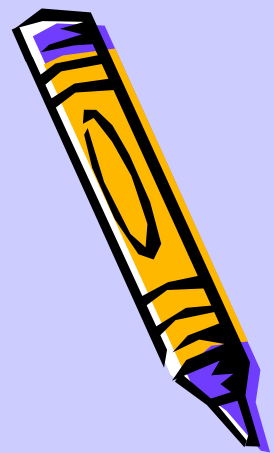
# Recipe for Successful Team



- Effective systems and processes
  - Clear communication
  - Beneficial team behaviors; well-defined decision procedures and ground rules
  - Balanced participation
  - Awareness of the group process
  - Good personal relationships



Thanks



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