

Cultivating and Sustaining Successful Team Dynamics

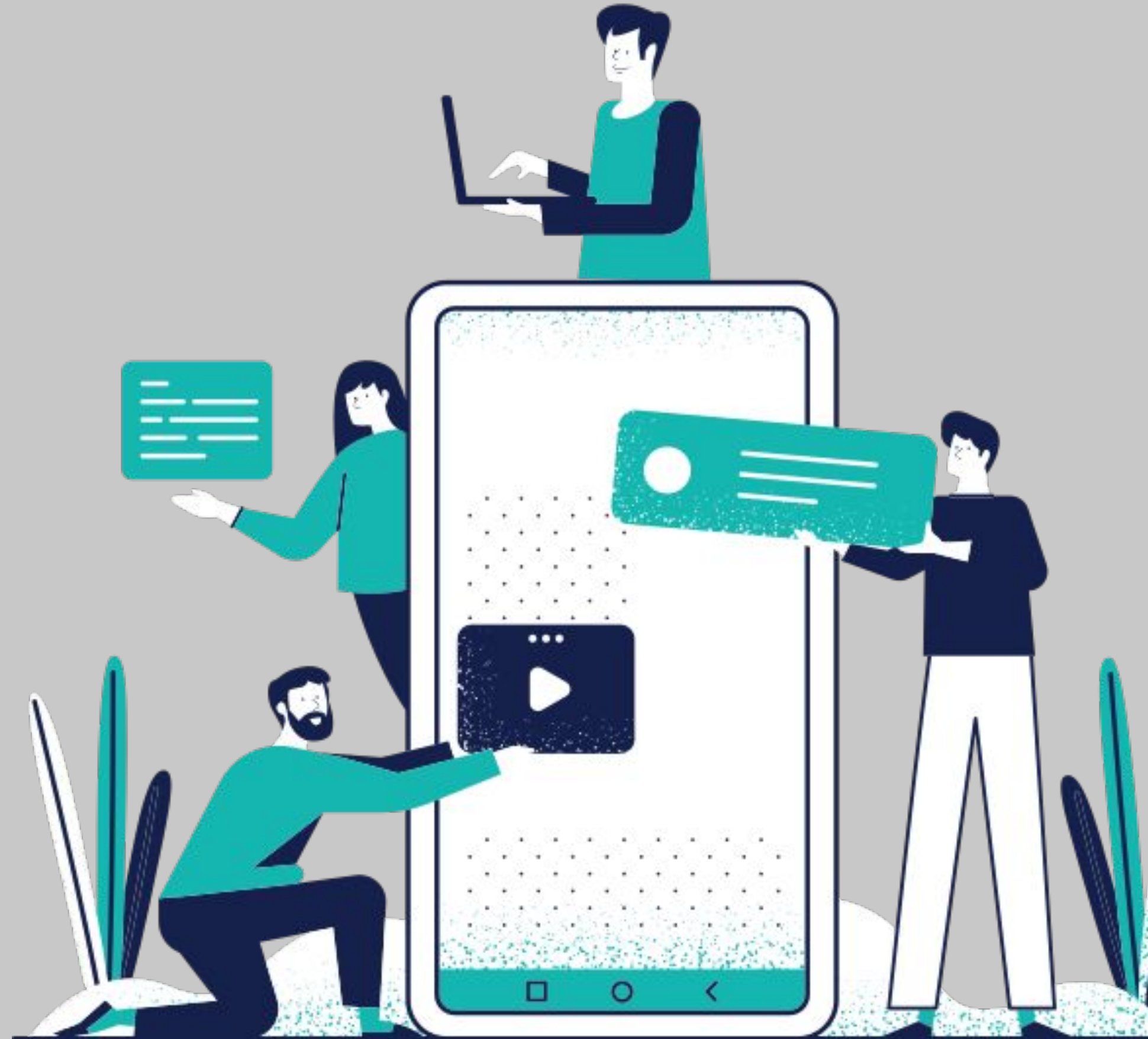


Learning Objectives



- Identify group task behaviors and how that plays a part in team functionality
- Identify characteristics of high performing and dysfunctional teams
- Apply how to improve team effectiveness and functionality
- Understand how to give effective feedback

Team Functionality



Functional Roles of Group Members



- Initiates
- Clarifies or Paraphrases
- Gives Information
- Seeks Opinion
- Gives Opinion

Functional Roles of Group Members



- Elaborates/ Explains
- Encourages
- Asks a Question
- Opposes Ideas or Opinions

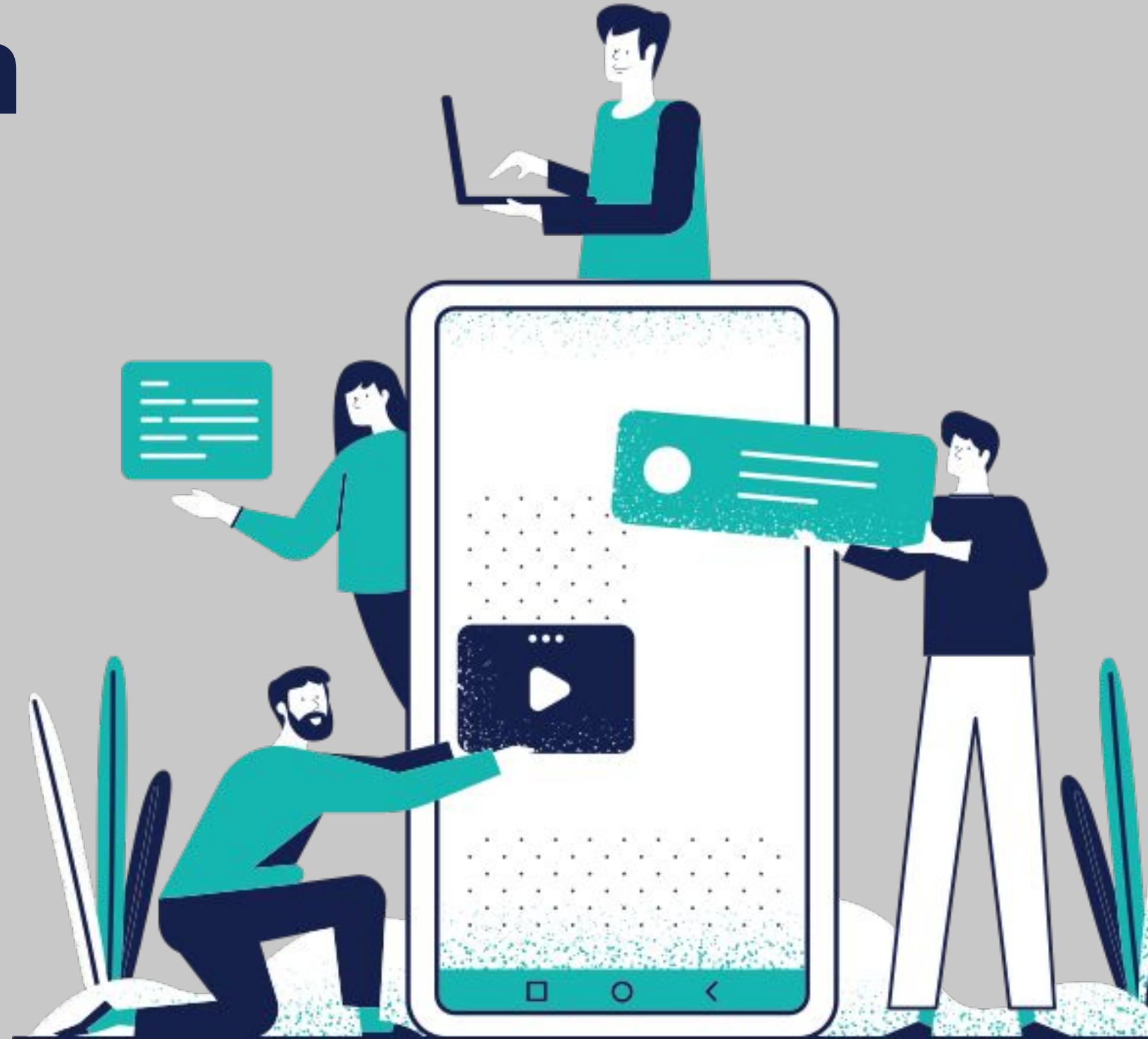


Answer in the Chat

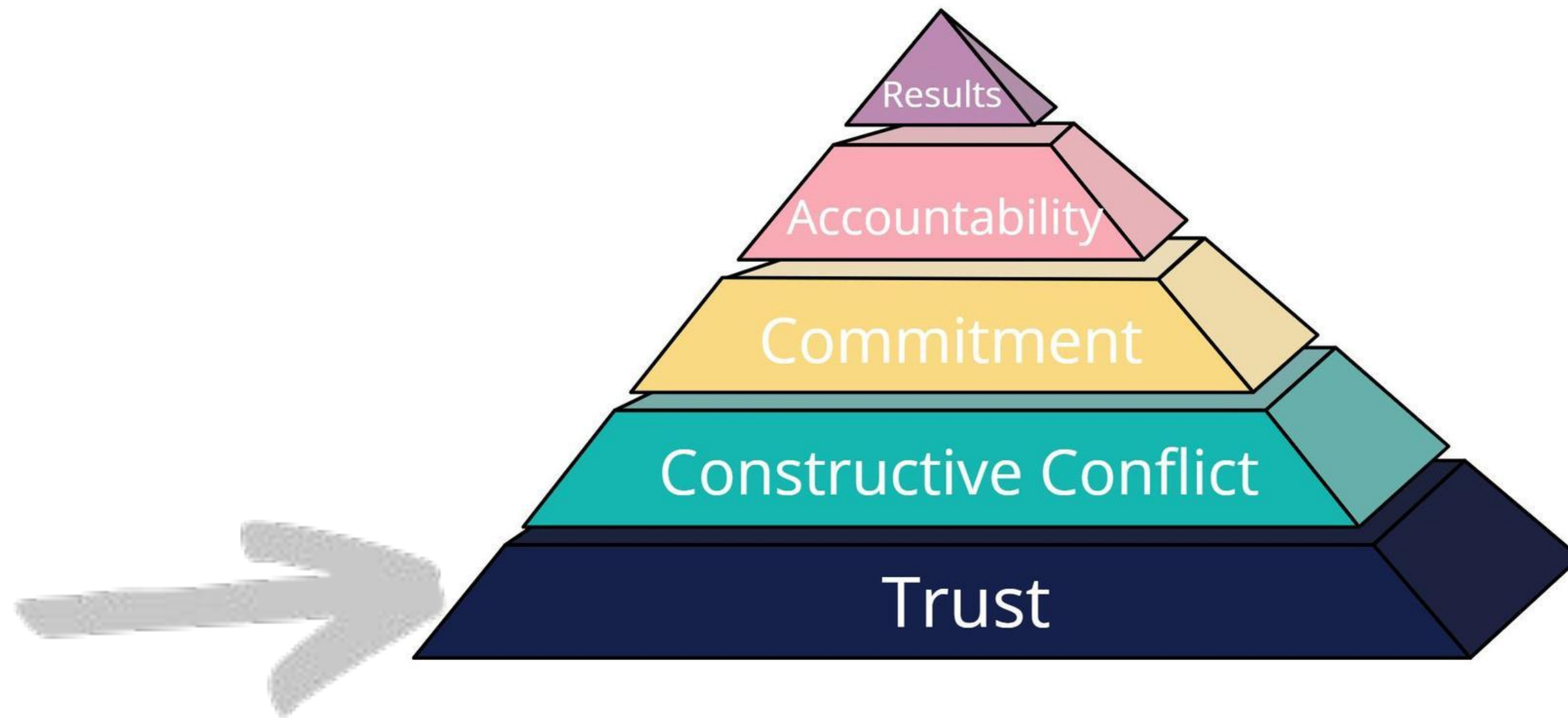
Which function do you
fulfill most often?

- Initiates
- Clarifies or Paraphrases
- Gives Information
- Seeks Opinion
- Gives Opinion
- Elaborates/ Explains
- Encourages
- Asks a Question
- Opposes Ideas or Opinions

Qualities of High Performing and Dysfunctional Teams





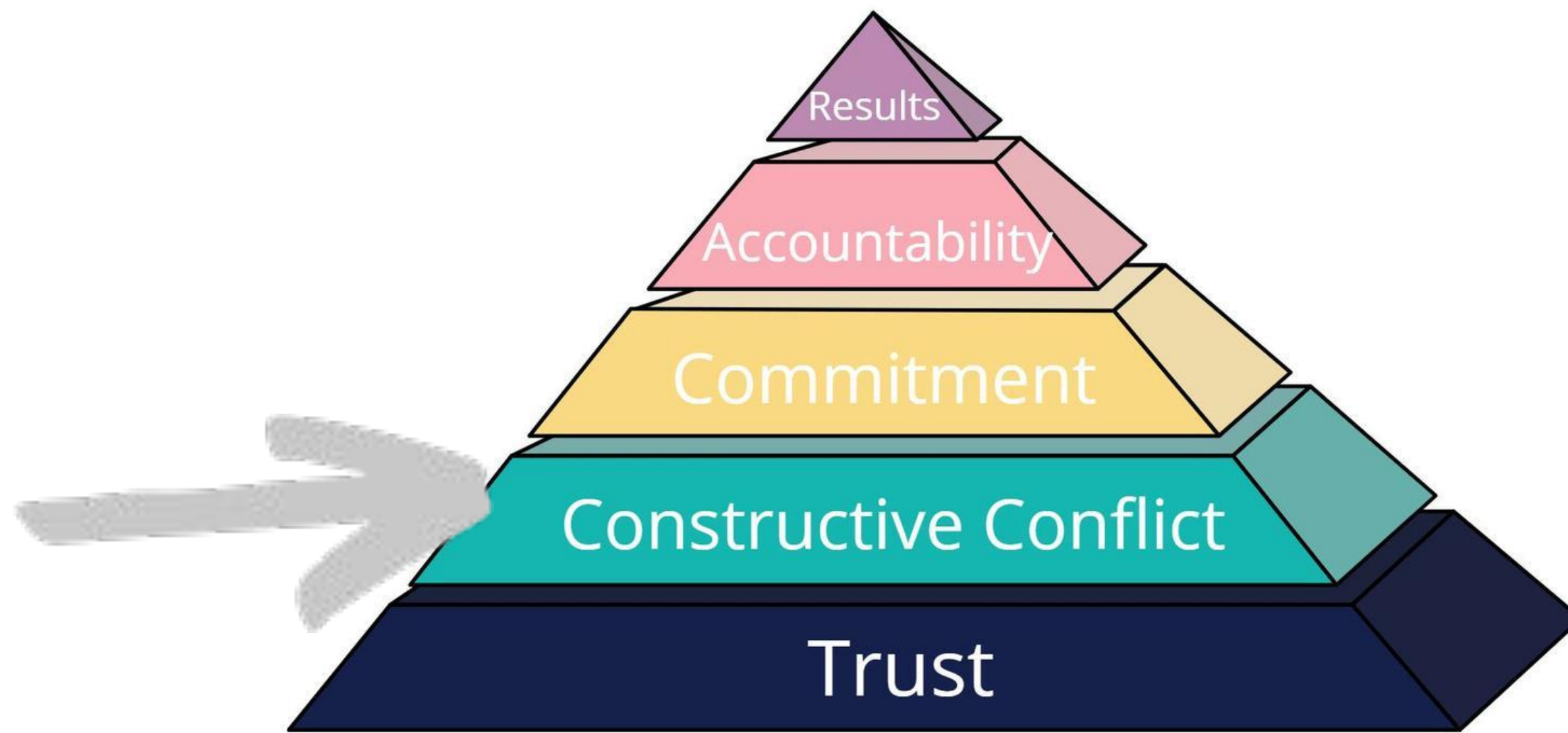


High Performing Team

- Safe environment to speak up
- Team members help each other
- Leverage strengths for the team

Dysfunctional Team

- Hesitate to ask for help
- Conceal weakness from team
- Dread meetings
- Hold grudges



High Performing Team

- Confront problems and issues quickly
- Develop practical solutions

Dysfunctional Team

- No confrontation of tough issues
- Lack of transparency drives confusion



High Performing Team

- Aligned on common objects
- Clarity on direction and priorities

Dysfunctional Team

- Repeats same discussions
- Absenteeism



High Performing Team

- Poor performers are managed and held accountable

Dysfunctional Team

- Missed Deadlines
- Poor performance is tolerated and creates negative environment



High Performing Team

- High performance, team based results
- Highly motivated team

Dysfunctional Team

- Poor performance and results
- High team turnover

Breakout Room

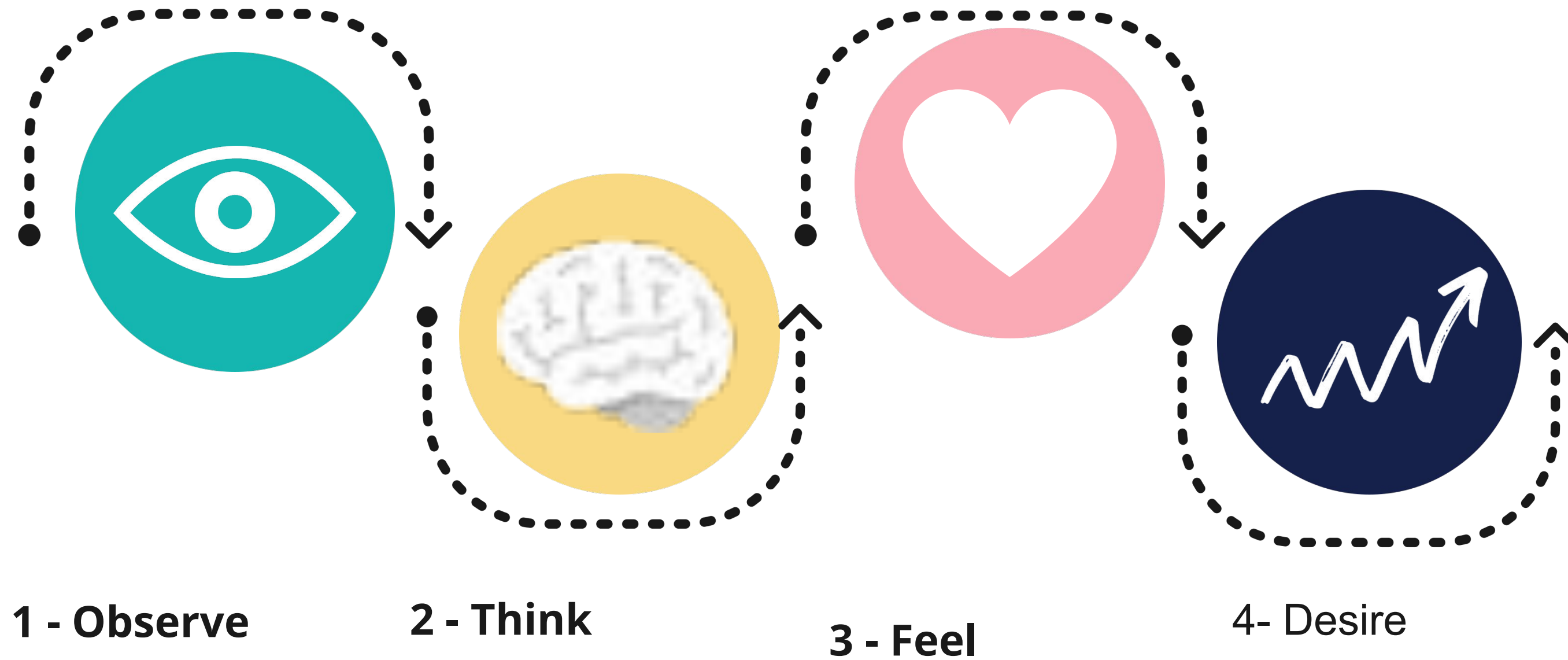


What can I commit to doing to
improve team effectiveness
and functionality?

Giving Feedback to teammates



How to Give Feedback





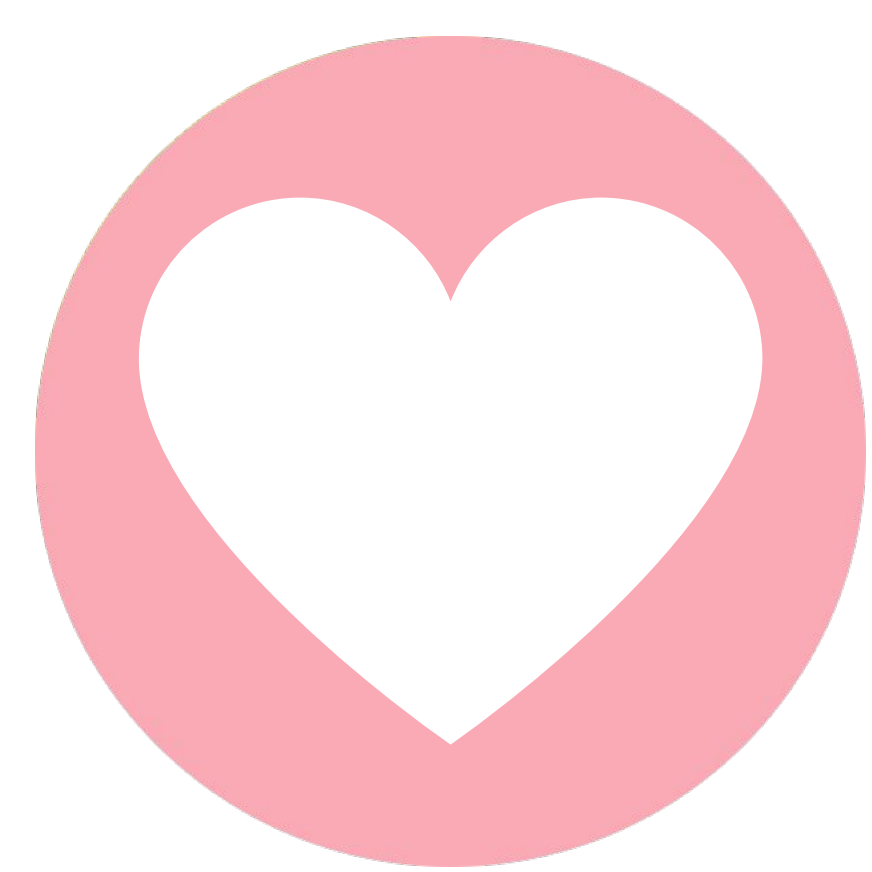
Observe

- tell what happened in an objective, observable way so both parties are on the same page
- Identify what you saw, heard and noticed
- Do NOT identify what you felt
- "I see you turned in your handout late."



Think

- Tell your thought or opinion relating it to your observation
- Be careful not to place blame on you or someone else
- "As a result, I think there was a miscommunication about the deadline."



Feel

- Share your feelings using "I" instead of "me"
- Resist saying "like" followed by "you" and place blame
- "I feel disappointed and frustrated."



Desire

- Tell the result you are hoping for
- What do you want to see changed or improved?
- Begin with thinking of the desired result when providing feedback
- "I want to have plenty of time to review the handout and give good feedback . Can we come up with a plan to help us do that?"

Answer in the chat



What are the key differences
between being "supporting
and helpful" versus
"needlessly hurtful"?



Effective feedback comes from a desire to help another person and builds trust to improve relationships. Crucial conversations can prevent gossiping, undermining, and passive aggressiveness.



"The strength of the team is each individual member. The strength of each member is the team."

- Phil Jackson

Performance Indicators

2.3.5 Facilitates an understanding and appreciation of the differences among team members and how they each contribute to the team.

2.3.2 Incorporates team members' knowledge, expertise and personal skills into team processes.

2.2.2 Considers and respects the opinions, creativity, values, beliefs and perspectives of others.

2.3 Employs strategies and facilitates team building skills.

3.2.2 Participates in professional and personal development activities for career growth and skill enhancement.

Thank you!



Mentorship Program

Questions?

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References

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