

# **BUILDING AN EFFECTIVE TEAM**

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## BUILDING AN EFFECTIVE TEAM

Purpose:

- To accomplish bigger goals
- Get results, to perform, to achieve victory, to win.
- Create a common purpose
- Establish rules
- Common examples of teams



## Team Life Cycle:

- Forming
- Storming
- Norming
- Performing



## Stages of Team Development:

- Forming: Orientation stage
- Storming: Dissatisfaction stage
- Norming: Integration stage
- Performing: Production stage



## Perform stands for:

- Purpose
- Empowerment
- Relationship
- Flexibility
- Optimal performance
- Recognition
- Morale



## People:

- The right people
- Hire tough, manage easily
- The Manager/The Coach
- Grow people
- Use character first



## Position:

- Develop every position
- Develop job description
- Position as a Personal Mission



## Values:

- Set of values
- The core priorities





8.

## ○ Create a Mission Statement:



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## CREATE A CONTINUOUS LEARNING ENVIRONMENT

- The key is to learn to be learners.
- Get people to learn
- None of us is as smart as all of us



- Leadership Style



## MAKE PEOPLE FEEL IMPORTANT:

- Use Kaizen
- Involve people in decision making
- Listen actively



## EXPECT TO WIN

- Use the Pygmalion effect
- Use the Galatea effect



AS A MANAGER, YOUR JOB IS TO GET THINGS DONE THROUGH OTHERS

○ Performance = Motivation x Ability



# MOTIVATION IS A FUNCTION OF FOUR ELEMENTS:

- Leadership style
- Reward structure
- The need structure
- The corporate structure



## ABILITY IS A FUNCTION OF FOUR ELEMENTS:

- Natural aptitudes
- Education
- Experience
- Training





## THE 3RS OF MOTIVATION:

- Reward
- Recognition
- Reinforcement



- Always promote people from within
- Establish Mentoring Program:
  - Utilize reverse mentoring
  - Flexibility at the top is indispensable



## BANISH FEAR AND INTIMIDATION

- Create an atmosphere of love
- Encourage team spirit



## PLAY TO WIN, EXPECT TO WIN

- Never play to avoid loosing
- Take calculated risks



- Sustain a Manageable Team Size
  - ideal is 2 to 15
- Have fun
  - Create fun
  - Where there is fun there is enthusiasm
  - Where there is enthusiasm
  - There is energy
  - Remove stress



## CHARACTERISTICS OF WINNING TEAMS:

- Synergy teamwork
- Spend 3% or more of their gross revenue on training
- Focus on the strength in each person
- Develop the talents



- Compare their performance
- They recruit top talents
- Selective player assignment
- There is supportive interaction and open communication



- The traditional Indian talking stick
- Commitment to excellence and personal pride
- Belief customer service and employee satisfaction are two halves of the same coin.





Feedback is the breakfast of champions:

- Feedback must be timely, clear, objective and specific
- Avoid destructive criticism



- Let go of the incompetent player
  
- Build a good reputation
  - Be a good citizen
  - Practice the Golden Rule
  - Give back to the community



- Loose gallantly
- Avoid bad mouthing
- Attend to Charity
- If you have knowledge, let others light their candles at it.

