Team Building

This project is sponsored by a $15.9 million grant from the U.S. Department of Labor, Employment and Training Administration. The AMMQC program is an Equal Opportunity program. Adaptive equipment is available upon request for individuals with disabilities. This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.
What is a Team?

- Who has been on a successful team?
- What made that team successful?
- What are some other characteristics of a successful team?

- Who has been on an unsuccessful team?
- What made that team unsuccessful?
- What are some other characteristics of an unsuccessful team?

"Believe me, fellows, everyone from the Pharaoh on down is an equally valued member of the team."
Team Norms

• What are team norms?
  • Norm: a principle of right action binding upon the members of a group and serving to guide, control, or regulate proper and acceptable behavior.
Team Norms

- All teams have norms, rules or guidelines that guide the behavior of a team
- In most cases, they are not written down
- Norms can be positive and help the team
- Norms can also be counterproductive
- Some teams spend time establishing a set of norms or ground rules
IRT Norms

• Code of Ethics
  • Attend class regularly and not miss more than two days of class.
  • Be on time for Morning Meeting at 8:30 and return on time from breaks.
  • Demonstrate respect and dignity at all times to classmates, instructors, staff, and guests by using professional language, listening when others are speaking, and paying attention.
  • Not use cell phones, computers, or other electronic devices inappropriately.
  • Respect classroom materials and equipment and operate them with care.
  • Display teamwork skills by cooperating with students, instructors, and staff and following directions.
  • Practice proactive communication by communicating any concerns or issues to appropriate staff in a timely manner, particularly by informing Career Development Coaches of any emergencies that will impact attendance.
  • Wear appropriate clothing, including close-toed shoes.
  • Practice problem solving skills by asking constructive questions and maintaining an open mind.
  • Meet with Career Development Coaches at scheduled performance review meetings.
  • Take responsibility for my own learning and professional development, give my best effort at all times, and be accountable for my actions.
Advanced Manufacturing Norms

- Clean/organized work environment
  - LEAN Six Sigma
- Diverse workforce
- Colorful language
- Potentially loud work environment
- Sitting/standing for long periods
- Repetitive tasks that require close attention to detail
Steps to a Successful Team

• Set and adjust goals and priorities.
• Analyze or allocate the way work is being performed.
• Evaluate the way the team is working.
• Examine how the group handles agreement and conflict, and how group members relate to one another.

https://www.youtube.com/watch?v=BBEbNsib6TY
Stranded on a Mountain

After your small light aircraft crashes, your group, wearing casual clothing, is stranded on a forested mountain in winter weather (snow covered, sub-freezing conditions), anywhere between 50 and 200 miles from civilization (you are not sure of your whereabouts, and radio contact was lost one hour before you crashed, so the search operation has no precise idea of your location either). The plane is about to burst into flames and you have a few moments to gather some items. Aside from the clothes you are wearing, which does not include coats, you have no other items. It is possible that you may be within cell phone signal range, but unlikely.

Your aim is to survive as a group until rescued. From the following list choose just ten items that you would take from the plane, after which it and everything inside is destroyed by fire.
Choose 10 Items

- Pack of 6 boxes x 50 matches
- Roll of polythene sheeting 3m x 2m
- 1 bottle of brandy
- 1 crate of bottled spring water (six gallons)
- Small toolbox containing hammer, screwdriver set, adjustable wrench, hacksaw, large pen-knife
- Box of distress signal flares
- Small basic first-aid kit containing plasters, bandages, antiseptic ointment, small pair of scissors and pain-killer tablets
- Cell phone with battery half-charged
- Clockwork transistor radio
- Gallon container full of fresh water
- Box of 36 chocolate bars
- Shovel
- Short hand-held axe
- Box of 24 bags of peanuts
- Box of tissues
- Laptop computer with unknown software and data and unknown battery life
- Inflatable 4-person life-raft
- Compass
- Large full Aerosol can of insect killer spray
- Small half-full aerosol can of air freshener spray
- Notebook and pencil
- Travel game kit containing chess, backgammon, & checkers
- Sewing kit
- Whistle
- Flashlight with a set of spare batteries
- Box of 50 6hr candles
- Bag of 6 large blankets
- Hand-gun with magazine of 20 rounds
- 20ft of nylon rope
Review: Steps to a Successful Team

• Set and adjust goals and priorities.
• Analyze or allocate the way work is being performed.
• Evaluate the way the team is working.
• Examine how the group handles agreement and conflict, and how group members relate to one another.
Review: Did you Collaborate as a Successful Team?

- What was difficult about the process?
- What skills were important during the process?
- Were there established leaders?
- Did the leadership role change as the group progressed through the activity?
- Were you successful in completing the task? Why/why not?
The Five Stages of Team Development

- Forming
- Storming
- Norming
- Performing
- Adjourning
Factors in Team Development

• Commitment
• Trust
• Purpose
• Communication
• Involvement
Characteristics of Great Teams

- Clear purpose
- Informality
- Participation
- Listening
- Civilized disagreements
- Consensus decisions
- Open communication

- Clear roles and work assignments
- Shared leadership
- External relations

- Style diversity
- Self-assessment
Preventing Team Conflict

- Deal with conflict immediately
- Be open with your co-workers
- Practice clear communication/active listening
- Focus on the things that can be changed
- Find a solution, instead of focusing on issues
- RESPECT each other or take a break until you can
Preventing Team Conflict #2

• Make an effort to get to know team members.
• Be genuinely interested in your team.
• Talk about what other’s interests.
• Make others feel important.
• Try to see things from another’s point of view.
• Smile! 😊
Resolving Team Conflict

A Three Step Process

• Prepare for Resolution
  • Acknowledge conflict, discuss impact and agree to a cooperative process by agreeing to openly communicate.

• Understand the Situation
  • Clarify positions as this will help to see facts more objectively and with less emotion.

• Reach Agreement
  • With the facts and assumptions considered, it’s easier to reach a decision/action.
Resolving Team Conflict #2

Resolution of Conflict Starts Here...

- Express the need
- Find out if the need can or cannot be met
  - Yes = Resolution
  - No = Options:
    - Negotiation
    - Management of conflict
    - Mediator

https://www.youtube.com/watch?v=KY5TWVz5ZDU