

AGREE ON GOALS AND TARGETS/OBJECTIVES

ONE TEAM...ONE GOAL is my tagline on internal e-mails.
 There needs to be one shared vision for the team to avoid conflict and competition.
 Involve the team in the process of formulating the team's goals and targets.



EMPOWER TEAM MEMBERS

Overall, empowerment works best when everyone involved is clear about which decisions can simply be made and which need further authorization.
 Delegate authority to the team.
 Empower the team to make decisions.



VALUE EVERYONE'S CONTRIBUTION

Draw from the expertise of every team member as each person brings something different to the group.

Encourage each team member to play an active role in the group.

- Shaper
- Implementer
- Completer/Finisher
- Coordinator
- Team Worker
- Resource Investigator
- Monitor-Evaluator
- Specialist
- Plants



RESOLVE CONFLICT WITHIN THE TEAM What NOT to do!

- Do not avoid the conflict, hoping it will go away.
- Do not meet separately with people in conflict.
- Do not believe, for even a moment, the only people who are affected by the conflict are the participants



DEVELOP TRUST

- Be Honest
- Use Good Judgement
- Be Consistent
- Be Honest in Nonverbal Communications
- Have a Mutually Beneficial Attitude



RESOLVE CONFLICT WITHIN THE TEAM What you SHOULD do!

- Meet with the antagonists together.
- Ask each participant to describe specific actions they'd like to see the other party take that would resolve the differences.
- Sometimes, you as the supervisor, must own some of the responsibility for helping the employees resolve their conflict.
- All participants need to discuss and commit to making the changes necessary to resolve the conflict.
- Let the antagonists know you will not choose sides and that you expect the individuals to resolve the conflicts proactively as adults.
- Assure both parties that you have every faith in their ability to resolve their differences.



CELEBRATE TEAM SUCCESSES

- When milestones are reached as a team, encourage team members to celebrate their successes together
- Take the team lunch or have dinner and drinks after work.
- Set up a brag board or a public display of recognition.
- Acknowledge successes at the start of team meetings.
- Perk it up from time to time. (Individual gift cards for their favorite treat.)
- Remember to tell them "Thank you".



MISSION Unstoppable

