Building a Winning Team
Learning Objectives

Differentiate between a group and a team

Describe characteristics of a winning team

Respond strategically to grow a winning team
Group vs. Team

**Group:**
- collection of people
- working in the same area
- performing independent tasks

**Team:**
- community
- cohesive unit
- achieving shared goals

CHAT: Can you name a winning team?
Characteristics of a Winning Team

- Common Vision
- Focused
- Communicates
- Monitors Quality
- Involves Everyone
- Celebrates Success
- Self-managed (at times)
John, lead engineer for a large financial institution, needed to address a problem he was having with the speed of the system running batch processing overnight. This team needed to address how to make the system run faster and give themselves enough time to solve any problems that occurred during this cycle.

After John obtained approval to create a dedicated team, he created an initial team charter explaining the goals and outlining a number of specific measureable objectives.
# Common Vision

Brings real meaning to the work that is being performed.

Describes a future state that team members find exciting and inspires them when they need to go “above and beyond”.

The vision paints a picture of what the team is working towards.

**Individual vision statements:**

- How would it feel to work here?
- What would I be getting out of the experience?
- What would it look like?
- How would I then be able to describe it to others?
Focused

Operates with specific timelines.

Keeps focused on the tasks at hand.
Communicates

Uses all means available to communicate new information.

Committed to making sure everyone understands the plan and progress being made towards the vision.

Team members also commit to seeking out information and not just being given information.
Poll Question

Every Tuesday, John’s team meets to discuss actions they had taken during the week and new ideas for improving that work. They talk about what worked and what didn’t work. The results of these meetings were written down and made available for any team members who were absent. These minutes were also available to the larger team of system engineers supporting the system.

Which characteristic is being displayed here?
1. Common vision
2. Focused work
3. Communication
Monitors Quality

Periodically checks work to look for ways to improve on the process.

Goal is to improve its collective performance.
Involves Everyone

Recognizes everyone has strengths that contribute to team success.

Team members share commitment to knowing what each other is capable of.
Celebrates Success

Recognizes celebrating small victories contribute to the overall vision being met.

Cumulatively, these celebrations increase morale and determination of the team.

CHAT: What have you done to celebrate your team’s successes, big or small?
Self-Managed (at times)

Management focuses on “what” needs to be done and allows team members to control how the work is accomplished.

Recognizes that telling a team *HOW* to work is demotivating.
Poll Question

In addition to the coverage schedule John’s team had built, they also allocated additional time for each team member to spend dedicated time on a specific project or effort to reduce the cycle run time as well. These tasks were carefully chosen for each team member based on their abilities.

Which characteristic is being displayed here?
1. Improves quality
2. Involves everyone
3. Celebrates success
4. Self-managed
Encouraging Positive, Informal Interaction

• Have team members take part in the hiring process of new team members.

• Assign specific projects for two team members to work on together.

• Try to arrange for close proximity of offices.

• Have a specific part of performance review dependent upon "interaction with others."

• Take your team off-site for formal meetings as well as casual get-togethers to build a sense of bonding.
References


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Your Employee Assistance Program

Call toll-free or visit us at www.MagellanHealth.com/member

24 hours a day/7 days a week

Thank you!