



Keynote Speech: Team Dynamics

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Team Dynamics

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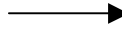

Team Dynamics

- Why teams?
- What are the characteristics of high performing teams?
- What are the functions of teams?
- What are the benefits of teams?




Why Teams?

- Too much information for individuals to manage
- Synergy – the whole is greater than the sum of the parts
- Socially cohesive groups stimulate motivation
- Reduced burn out



Characteristics


- Innovation
- Experimentation
- Open Communication
- OK to make mistakes – learn from them
- Supportive
- Encouraging
- Confident






Characteristics

- “We” versus “I” culture
- Everyone contributes
- Everyone is responsible
- Shared initiative
- Action orientation
- Win - win




Team Development


- Forming
- Storming
- Norming
- Performing



Team Functions

- Define and meet customer requirements
- Study and improve work processes
- Develop score cards and set goals
- Solve problems
- Develop and implement action plans


From Team Management
J. M. Howard & L. M. Miller
Miller Howard Consulting Group, Inc. 1994




Benefits of Teamwork

- Performance Results (Cost, Quality and Cycle Time)
- Motivation
- Improved Communication
- Lasting Behavior Change
- Shared Learning
- Increased Creativity


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Best Managed Leadership Behaviors

- Shared Accountability and Transparency
- Participative Management
- Continuous Improvement
- Ongoing Listening and Learning
- Coaching and Developing Others




The Basic Principles

- Focus on the situation, issue, or behavior, not on the person.
- Maintain the self-confidence and self-esteem of others.
- Maintain constructive relationships.
- Take initiative to make things better.
- Lead by example.

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