

CHALLENGE: TEAM BUILDING

The Role of the Supervisor

Define and translate mission, vision and objectives.

- ✓ A team must understand why it exists (its Mission) and where it is headed across an agreed on time frame (Vision). Once the Mission is established and the team has a clear Vision as to where it is going, Objectives are established that define the “how” to get to the Vision.

Establish product expectation and clarify defined roles

- ✓ Employees become more motivated if they can see a connection with results of their work.
- ✓ Assign tasks to likes/desires.

Empower members to have ownership and incorporate the variety of the team’s unique skills

- ✓ By allowing people to work on the things they have great passion with, you will cultivate enthusiasm and excitement for work.
- ✓ Encourage individual’s strengths and give ownerships.
- ✓ Allow connection with results of work.
- ✓ Reinforce each member’s value to the team.
- ✓ Understanding roles/responsibilities/ personalities by knowing group members.

Work on building trust and integrity

- ✓ DWYSYWD (do what you say you will do).
- ✓ Address staff as team members, not “my staff” or “my employees”
- ✓ Treat all with respect.

Facilitate the entire team participating in decision making and problem solving together.

- ✓ Including peers in decision making process.
- ✓ Willingness to make difficult decisions and being transparent in process. Employees may not always have to agree on every decision that you make but they need to see the organizational reason behind it and at least be able to respect the decision.
- ✓ Educate all players on how priorities are set and why – transparent decisions improve “compliance.”

CHALLENGE: TEAM BUILDING

The Role of the Supervisor

Recognize employee accomplishments

- ✓ Employees need to feel appreciated and that they are making a difference.
- ✓ Celebrate results.

Create and maintain open communications

- ✓ Regular meetings and communication
Communication/listening skills.
- ✓ Ask for 360° feedback.
- ✓ Be aware /concerned with personal problems when appropriate.

Provide feedback to team efforts and conduct after-action review.

- ✓ Be open and “just-in-time” about providing feedback on what is working and what can be improved.
- ✓ Solicit input.