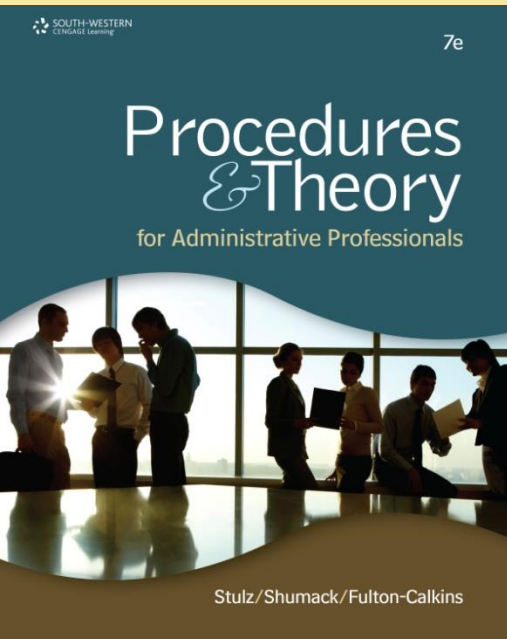


CHAPTER

3

Workplace Teams



- 1 Teamwork
- 2 Workplace Team Composition
- 3 Diversity in the Workplace
- 4 Effective Workplace Teams
- 5 Productive Team Communication

Teams Benefit Organizations

- Varied skills and experiences
- Higher productivity
- Less absenteeism
- Better products and services
- Increased profits
- More satisfied employees
- Value in organizational change

Teams Benefit Employees

- Insights, ideas, help, information, and more from team members
- Cross-training
- Better problem-solving skills
- Opportunity to see the big picture
- Enjoyment and satisfaction

Types of Workplace Teams

- Project teams and task forces
- Committees
- Cross-functional teams
- Supervisor/coworker teams
- External teams
- Virtual teams

Working With Diversity

- Seek to understand others.
- Show respect the way they understand it.



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Communicating Verbally Across Cultures

- Be simple and to the point.
- Match the other's communication style.
- Avoid sensitive topics.
- Be careful about humor.
- Slow down a little and speak clearly.
- Don't correct people's English unless asked.

Leading a Team

- Helps you develop leadership and management skills
- Helps you progress in your job
- Shows you as a candidate for higher positions

Leading a Team

- Establish expectations and procedures.
- Define the team's purpose.
- Set an example of service.
- Keep the team on schedule.
- Plan and organize meetings.

Leading a Team

- Report progress to supervisors.
- Make work assignments.
- Encourage openness and collaboration.
- Be trustworthy.
- Get to know members' skills and strengths.
- Be a good listener.

Serving on a Team

- Be on time for meetings.
- Be prepared.
- Have a folder for the team project.
- Do the work the team assigns you to the best of your ability.
- Contribute to meetings and the team's work.

Effective Team Characteristics

- A focus on team goals
- Good leadership
- Members with the needed skills, experience, and education
- Members who take responsibility for the team's success or failure

Effective Team Characteristics

- Ability to work with diverse people
- Capacity to reach agreement
- Practical, well-defined goals
- Members who respect and trust each other

Teamwork Techniques

- Be respectful.
- Be nonjudgmental.
- Take the other's perspective.
- Be flexible.
- Listen.



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Formal Communication

- Through official channels
- May be
 - Downward (management to employees)
 - Upward (employees to management)
 - Horizontal (coworker to coworker, manager to manager, within a team)

Informal Communication

- Often called the grapevine
- Natural and normal at work
- Stopping rumors or untrue communication
 - Keep formal communication lines open
 - Keep team members informed

Interpersonal Teamwork Skills

- Listening
- Collaborating
- Resolving conflict
 - Try to identify the cause.
 - Listen to all viewpoints.
 - Identify points of agreement.
 - Work toward a winning solution for all.