

Team Member Responsibilities and Skills

Teamwork divides the task and doubles the success.

As companies have moved toward employee involvement and teamwork, some have been surprised to find that not all employees embrace this new concept. Many employees have learned over the years that following directions and not rocking the boat is the key to success. Simply announcing that teamwork is the new way of doing business is not enough to convince everyone to behave differently.

This workshop helps employees understand what moving to teams means to them and the organization, what the new roles and responsibilities are, and teaches the new skills they will need to be successful in the transition.

Learning Objectives

- ◆ Introduce team members to the new roles and responsibilities of high involvement work teams.
- ◆ Give an overview of "ad hoc" teams and "natural" teams and what these teams are capable of doing.
- ◆ Demonstrate the advantages of teams to both organizations and team members.
- ◆ Learn the basic principles of team motivation and team building that are necessary for teams to work effectively.
- ◆ Learn the following five crucial team members skills:
 - Running meetings that improve the business
 - Building support through consensus
 - Enforcing team ground rules
 - Making suggestions to team members
 - Getting team members involved
- ◆ Provide class time to practice the course skills.
- ◆ Give suggestions for ways of implementing course principles on the job.

Audience

This workshop is designed for members of any work or project team, leaders who want to understand teams from the members' perspective, and department managers/superintendents who are trying to develop teams and clarify roles in their department/division.

Course Outline

Module One: An Introduction to Teams, Employee Involvement and Responsibility

- ◆ New ideas about responsibility at work
- ◆ Traditional vs. team based organizations
- ◆ Overview of team member responsibilities
- ◆ Ownership of the business
- ◆ Human resource administration
- ◆ Motivation
- ◆ New ideas about motivation
- ◆ Basic beliefs about employee involvement
- ◆ Why companies are using teams
- ◆ Two basic types of teams
- ◆ Ad hoc and natural teams

Module Two: Building Teamwork

- ◆ A definition of teamwork
- ◆ Styles of dealing with each other on teams
- ◆ Aggressive, passive and teamwork styles
- ◆ Behavioral style

Module Three: Team Member Responsibilities and Skills

- ◆ An overview of crucial team member skills
- ◆ Skill #1: Run meetings that improve the business
 - Tools for running effective meetings
- ◆ Skill #2: Build support through consensus
 - Tools for reaching consensus
 - Nominal Group Technique
- ◆ Skill #3: Enforcing team ground rules
- ◆ Skill #4: Make suggestions to team members
 - Learning points for making suggestions
- ◆ Skill #5: Get team members involved

Program Format – 1 Day

This is an eight-hour workshop that can be taught in one full day or two half-day sessions. When conducted as two half-day sessions, there should be no more than one week between sessions. The workshop is taught by presenting learning points and reinforcing each point using real life examples, humorous stories, and lively discussions.

We use videos depicting the skills in use, case studies in which the participants must apply the principles, and practice exercises. We also use homework assignments to encourage team members to apply the principles to on-the-job situations – helping to ensure that the training transfers to everyday work life. The maximum class size is 20, but for optimum results 12-16 participants is ideal.