

Understanding Team Dynamics

- You're very welcome this morning!
- Session starts at 10am
- You will be muted as you arrive (I will explain this further)
- You do not need your webcam for this session
- If you are having trouble hearing me, try leaving the session and re-joining, running the software from chrome or if you have headphones in plug them out



HELLO!

I am **Olivia Roche**

I am a trainer since 2014.

You can contact me at olivia@dcmlearning.ie

Understanding Team Dynamics

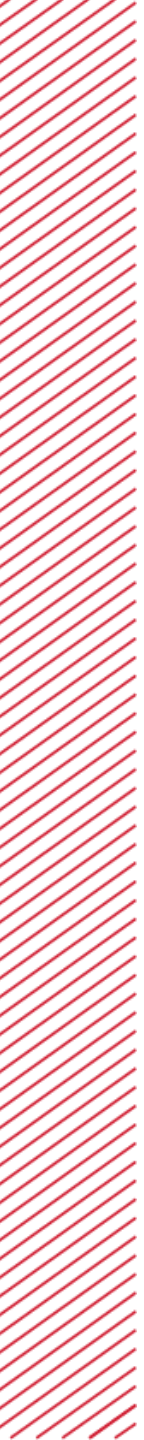


Olivia Roche

Agenda

- Understanding team dynamics
- Benefits of teamwork
- Uncovering the recipe for successful teams
- Understanding the essential stages of team development
- The 5 team dysfunctions and techniques to overcome
- Q&A session





‘A team is a small number of people with complementary skills who are committed to a common purpose, set of performance goals, and approach for which they hold themselves mutually accountable’

Katzenbach and Smith, 1993 (HBR)

Benefits of Teamwork

- Their performance exceeds that of any individual
- They support real-time problem solving and initiative
- They have a social dimension that motivates and energises
- Teams have more fun – which is integral to performance
- Teams face change with resilience
- Almost every single model of today and those of the future are premised on teams surpassing individuals as the primary means of performance

Exercise

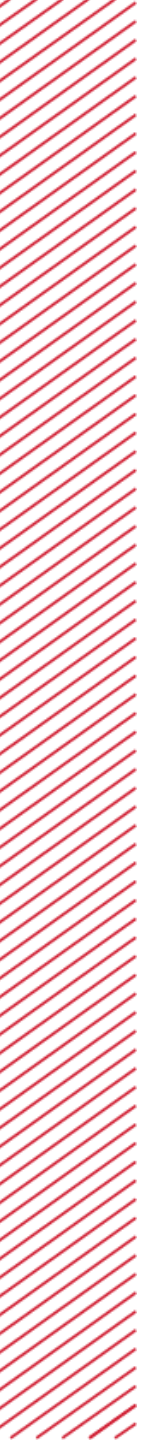


Stages of team development

The Tuckman Model

4 stages of team development: forming, storming, norming, performing is generally accepted as the basic model of team development.

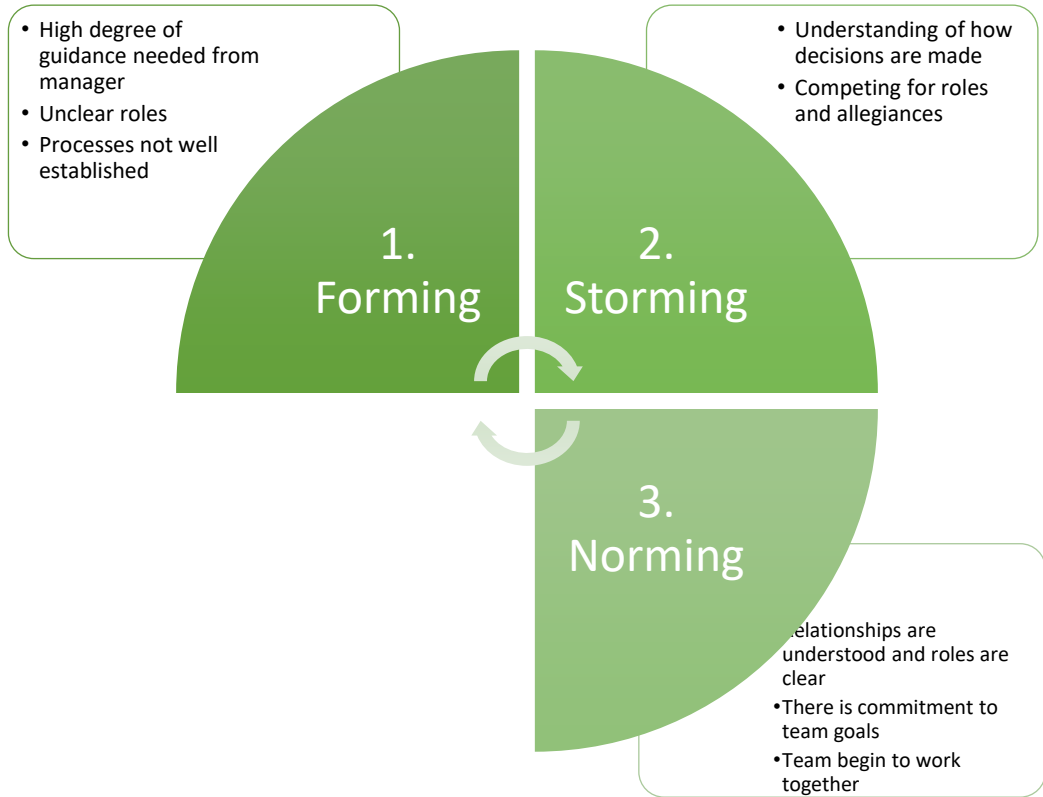
together everyone
TEAM
achieves more

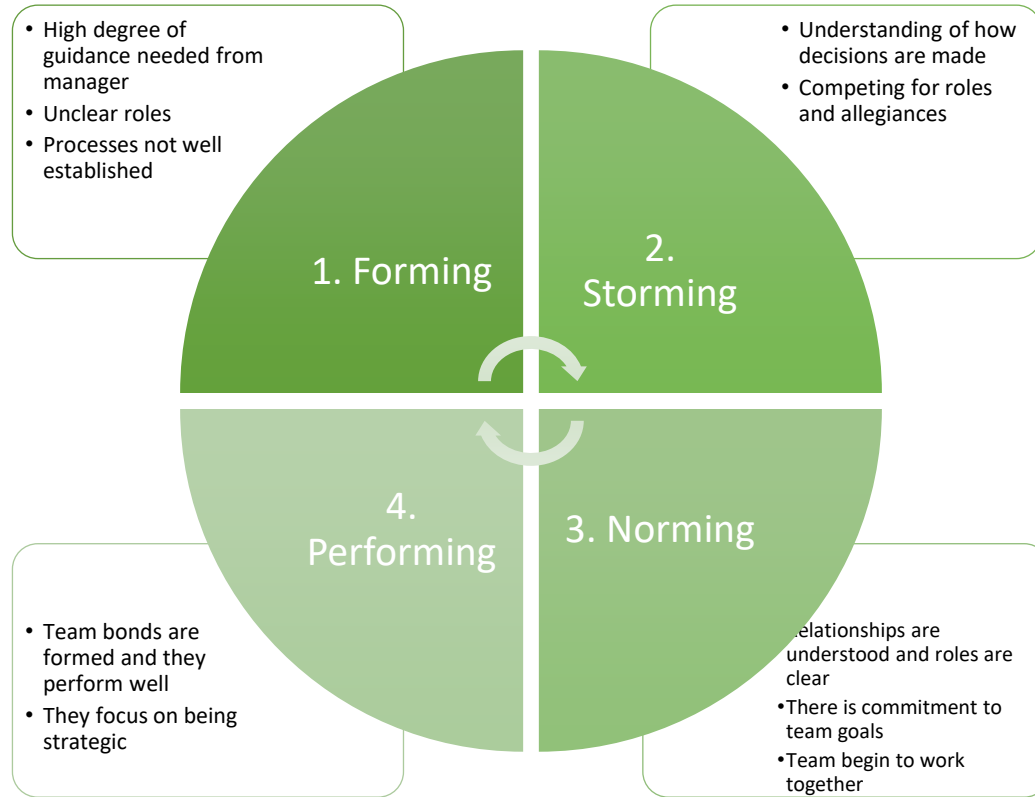
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- High degree of guidance needed from manager
 - Unclear roles
 - Processes not well established

1. Forming









Team Dysfunctions



5 conflict -handling modes

Competing

The goal is to win

Collaborating

The goal is to find a win win solution

Compromising

The goal is to find a middle ground

Avoiding

The goal is to delay

Accommodating

The goal is to yield



Accommodating

- This is when you cooperate to a high-degree
- This approach is effective when the other party is the expert or has a better solution. It can also be effective for preserving future relations with the other party

Avoiding

- This is when you simply avoid the issue
- This works when the issue is trivial or when you have no chance of winning. It can also be effective when the issue would be very costly or when the atmosphere is emotionally charged and you need some space.

Collaborating

- This is when you partner up with the other party to achieve both your goals
- This can be very effective for complex scenarios where you need to find a novel solution

Competing

- This is the “win-lose” approach.
- This approach may be appropriate for emergencies when time is of the essence or when you need quick, decisive action.

Compromising

- This is the “lose-lose” scenario where neither party really achieves what they want.
- It may be appropriate for scenarios where you need a temporary solution or where both sides have equally important goals.

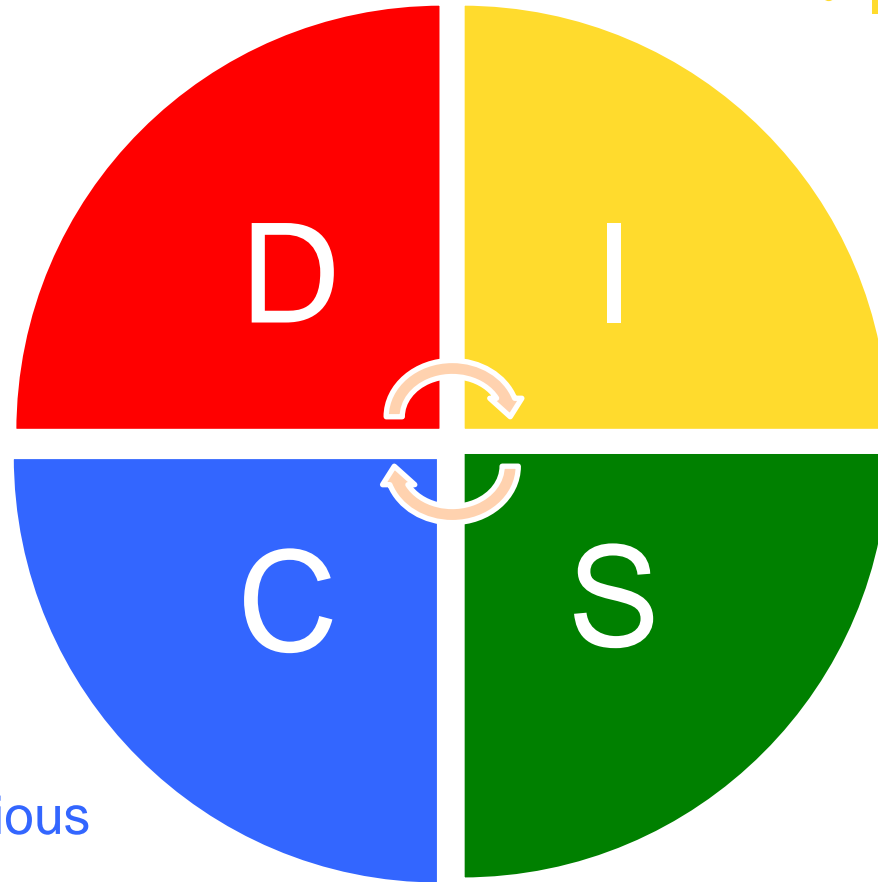
Exercise



DISC Profile: William Moulton Marston

- Dominant

- Influencer



- Conscientious

- Steadiness

-
- Direct
 - Inner Certainty
 - May Interrupt
 - Focused Questions
 - 'Tell' Style

Red

Yellow

Style

Spotting

Blue

Green

- Sociable
- Enthusiastic
- Outgoing/Faster Pace
- Smiles More
- More Gestures Flippant

- Asks Details
- Reserved
- Business Focus
- Little Facial expressions
- Considered answers

- Slow To approach
- Slower Speech
- May be hesitant
- Pauses before replying
- 'Ask' style



Dominant Communicator

- You should:
 - Be brief and efficient
 - Get to the point
 - Give them options
 - Let them feel in control
- You shouldn't:
 - Waste their time
 - Get too personal



Influential Communicator

- You should:
 - Show interest
 - Demonstrate personal involvement
 - Compliment
- You shouldn't:
 - Get straight down to business
 - Dwell on details
 - Talk down to them



Steady Communicator

- You Should:
 - Be easy and informal
 - Give them time
 - Be agreeable
- You shouldn't:
 - Hurry them
 - Confront them



Conscientious Communicator

- You should
 - Talk facts
 - Be accurate
 - Tell them exactly what you will do and when
- You shouldn't:
 - Be vague, inconsistent or illogical

Recap

- Understanding team dynamics
- Benefits of teamwork
- Uncovering the recipe for successful teams
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THANKS!

Any questions?
30 min Q&A

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