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Building Effective Teams 9/22/2017

1 | Trust Through Leadership

"A team without trust isn't really a team: it's just a group of individuals, working together, often making disappointing progress." - mindtools.com

Trust: Reliance on the character, ability, strength, or truth of someone or something.

Tips for Building Trust:

- Be vulnerable and lead by example
- Know your team members personally
- Don't blame or take blame
- Avoid and eliminate "micro-cultures"
- Keep patient, calm, open, and transparent

Dysfunctional Teams:

1. Lack trust
2. Avoid conflict
3. Lack accountability
4. Struggle to commit to collective decisions
5. Are more focused on their personal success than the success of the team

2 | Internal Communication

"Trust is the glue of life. It's the most essential ingredient in effective communication. It's the foundational principle that holds all relationships." - Stephen Covey

Communication 101: Make it rich and make it abundant.

Tips for Communicating:

- Create a team charter that explains everyone's role on the team
- Learn some active listening skills
- Consider team building
- Stop brainstorming
- Use meeting time effectively
- Evaluate how your team communicates

3 | Shared Purpose

Vision: An aspirational description of what an organization would like to achieve or accomplish in the mid-term or long-term future.

Mission: Short, carefully constructed statement that tells the world why the library exists. The mission helps keep the board, director, and staff focused on their strategic priorities.

Values: Describe what the organization believes in and how it will behave, a moral compass.

Goals: Broad statements of program intent that support the mission.

4 | Choosing the Right People

"People inspire you, or they drain you – choose wisely." - Hans F. Hansen

Tips for Onboarding:

- Evaluate the skills needed for the position
- Be realistic and honest when building a job description
- Be realistic and honest during the interview process
- Use skills to weed the candidate pool, but hire for attitude
- Don't hire friends or friends of friends without thinking twice
- Keep an eye out for 'passive' candidates

5 | Actionable Advice

- *Don't Talk About Flaws, Talk About Change:* When you approach an employee about a trait they lack, present the issue as an opportunity to grow as an employee and change for the benefit of the team instead of highlighting it as a flaw.
- *Superior Service for Customers*: We are not in the business of selling, we're in the business of helping people. That is your bottom line.
- *Read About Team Building*: There are tons of books, websites, and articles dedicated to building, maintaining, developing, and leading teams. Take time to understand your current team dynamic and research how to make it better.
- *Team Building Can Work*: The key is to keep things normal. You can do this by facilitating activities like volunteering, physical activities, field trips, shared meals, or anything else that gets people together in a stress-free environment.
- *High Performers Depend on Their Team*: It takes more than one person to carry out your vision. Often times the people that are doing the highest level of work for the organization are receiving a great deal of back-up help from their team.