



Managing Relationships

TEAM

Together

Everyone

Achieves

More



Team

Shared goal

Group

Collective

People



Group Vs Team





A Bunch of Individuals (Group)


$$1+1+1+1+1=5$$

An Encouraging Winning Team

$$1 \times 2 \times 3 \times 4 \times 5 = 120$$




Good Team has '*GRIP*'

- Goals
 - Roles
 - Interpersonal skills
 - Processes
- 

Task Functions

Positive factors

- Goal setting
- Planning
- Organizing
- Executing
- Reporting

Negative factors

- Delay in execution
- Not following the instructions
- Roles not clarified
- Not giving resources
- Not communicating

Relationship functions

Positive factors

- Motivation
- Appreciation
- Coordination
- Empathic
- Motivate
- Share
- Bringing in FUN

Negative factors

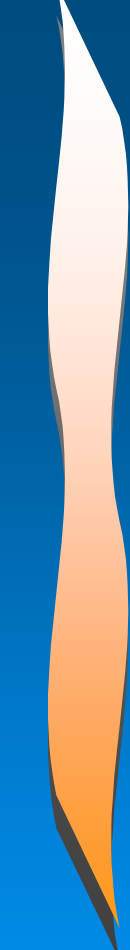

- Passive
- Domination
- Back biting
- not willing to listen
- Unwarranted pleasing
- Rejecting others' ideas -
irrationally
- Closed to ideas

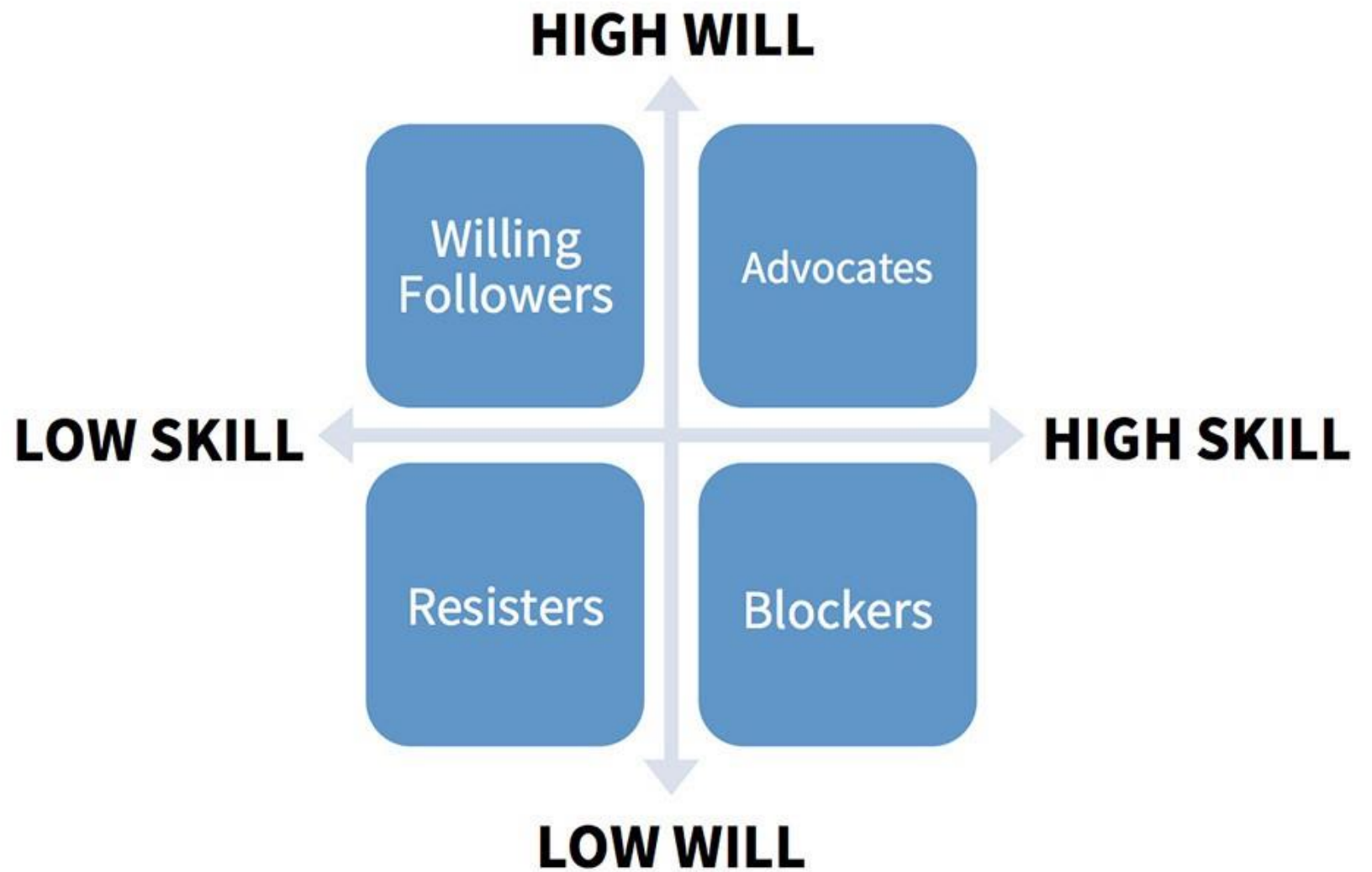


**FOCUS
BELIEVE
ACHIEVE**

Skill-Will Matrix



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- Introduced by Max Landsberg in his book, *The Tao of Coaching*.
 - **Skill** depends on experience, training and understanding.
 - **Will** depends on desire to achieve, incentives, security and confidence.
- 











Low Skill, Low Will: Direct

- Be clear regarding expected outcomes / goals
 - Set clear rules, methods, structures and deadlines
 - Check for understanding
 - Identify and provide required training
 - Check in frequently, and provide periodic feedback
- 




Low Skill, High Will: Guide

- Discuss why task is important and why that employee is best choice
 - Give responsibility and authority because employee is competent
 - Check in frequently, and provide periodic feedback
- 




High Skill, Low Will: Excite

- Be clear regarding methods and expected outcomes (goals)
 - Structure tasks to minimize risks
 - Check in frequently, and provide periodic feedback
 - Identify and provide required training.
 - Accept early mistakes as stepping stones
- 




High Skill, High Will: Delegate

- Be clear regarding expected outcomes / goals
 - Involve in decision-making; give responsibility and authority
 - Frequently ask employee for opinions
 - Check for understanding, and provide feedback when required
 - Ask for check-ins at key milestones, or when employee has questions
- 



High Performance Team ..

- 1. Clearly states its mission and goals**
 - 2. Operates creatively**
 - 3. Focuses on results**
 - 4. Clarifies roles and responsibilities**
 - 5. Is well-organized**
 - 6. Builds upon individual strengths**
- 



High Performance Team..

- 7. Supports leadership and each other**
 - 8. Develops team climate**
 - 9. Resolves disagreements**
 - 10. Communicates openly**
 - 11. Makes objective decisions**
 - 12. Evaluates its own effectiveness**
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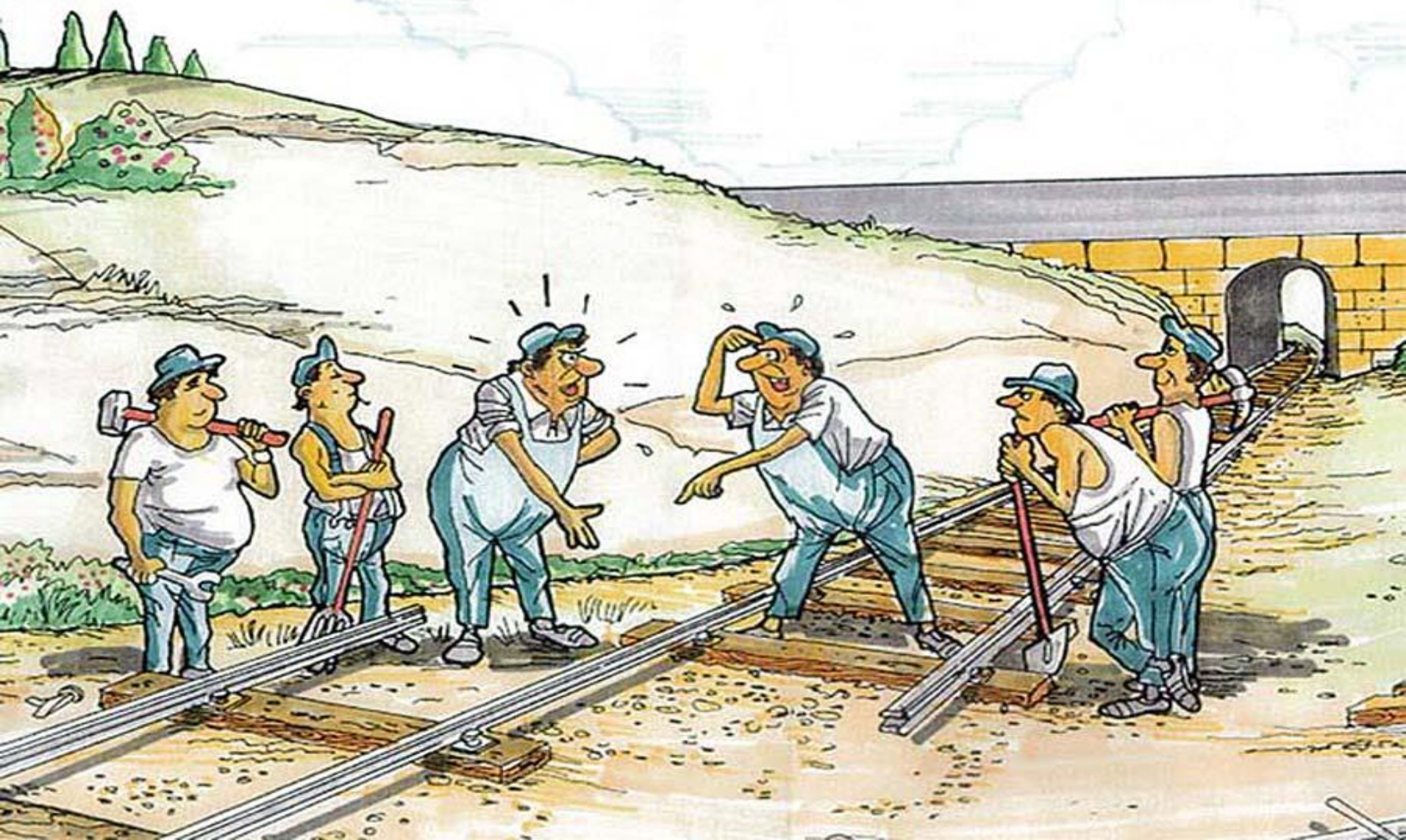


Encouragement-



The Key to Building the Best Team

Team Work





The Best Teams Include,



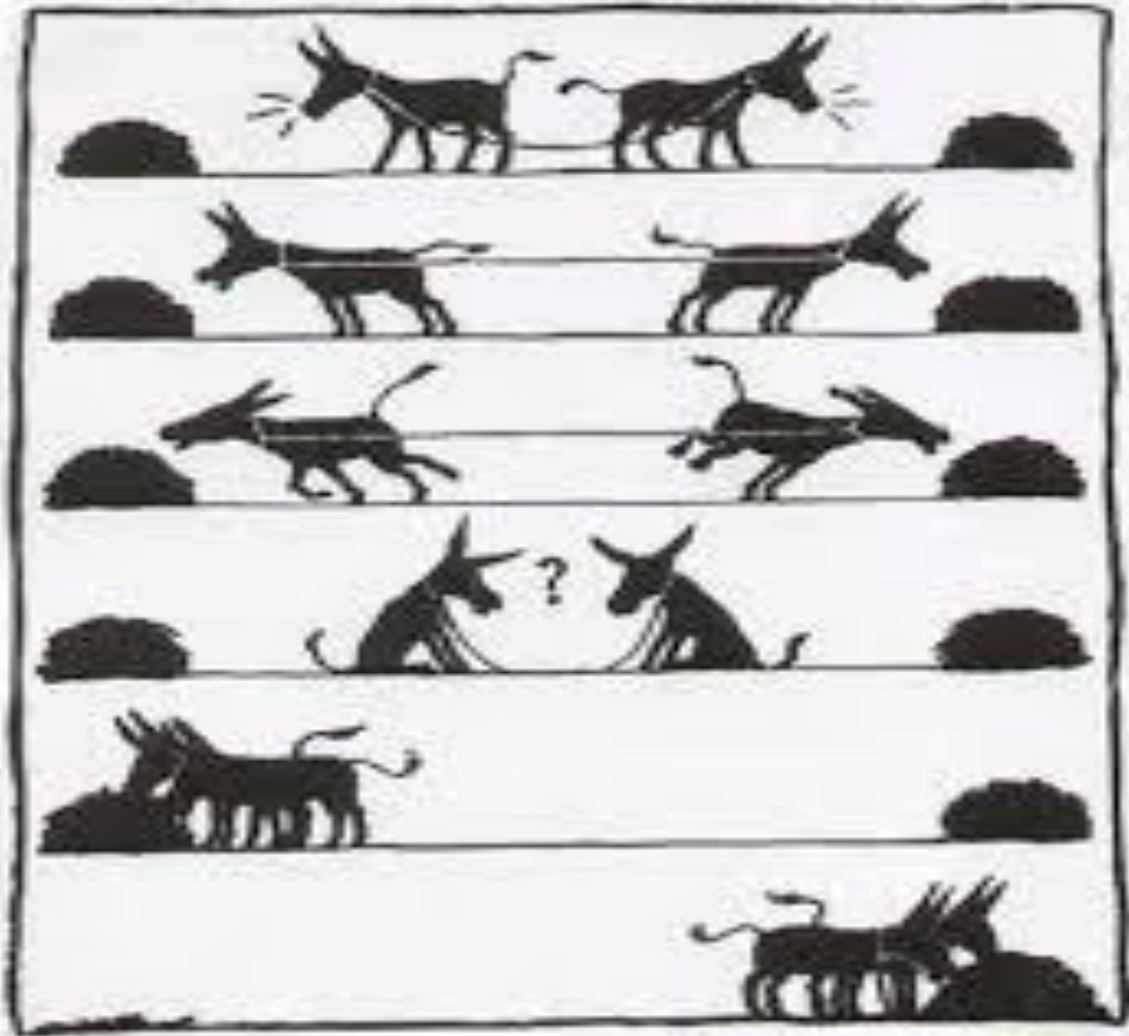
Rather Than Exclude, Teammates

The Best Teams Have,



*A Mutually Determined Shared
Focus*

Team Work - A Story Without Words





The Best Teams Center on ***What's Right***
with Each Other,

Rather than ***What's wrong***
with each other



The Best Teams Face,



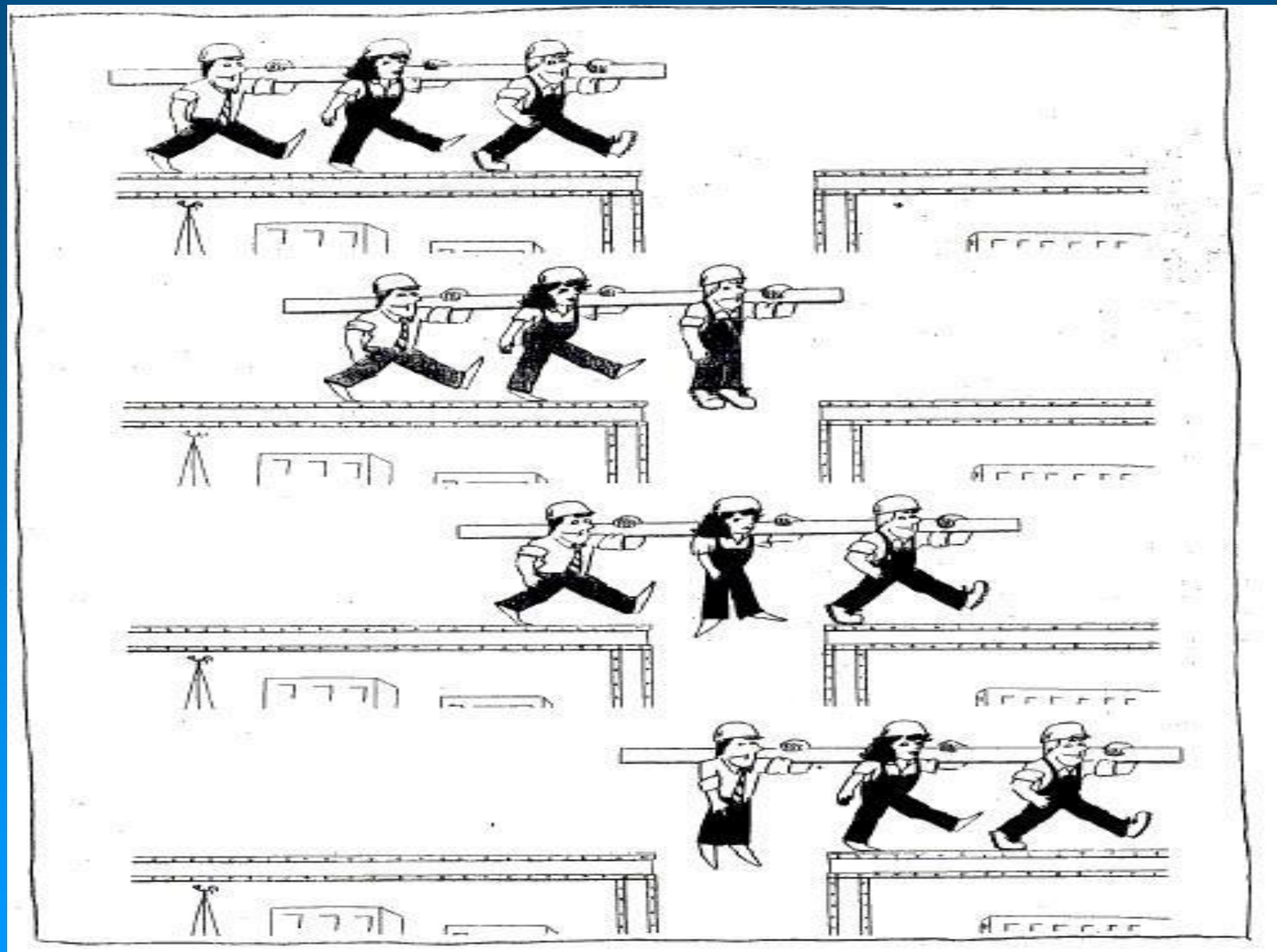
Difficult Situations Together



The Best Teams Proceed,



as If Problems Have Solutions



The Best Teams Emphasize ,

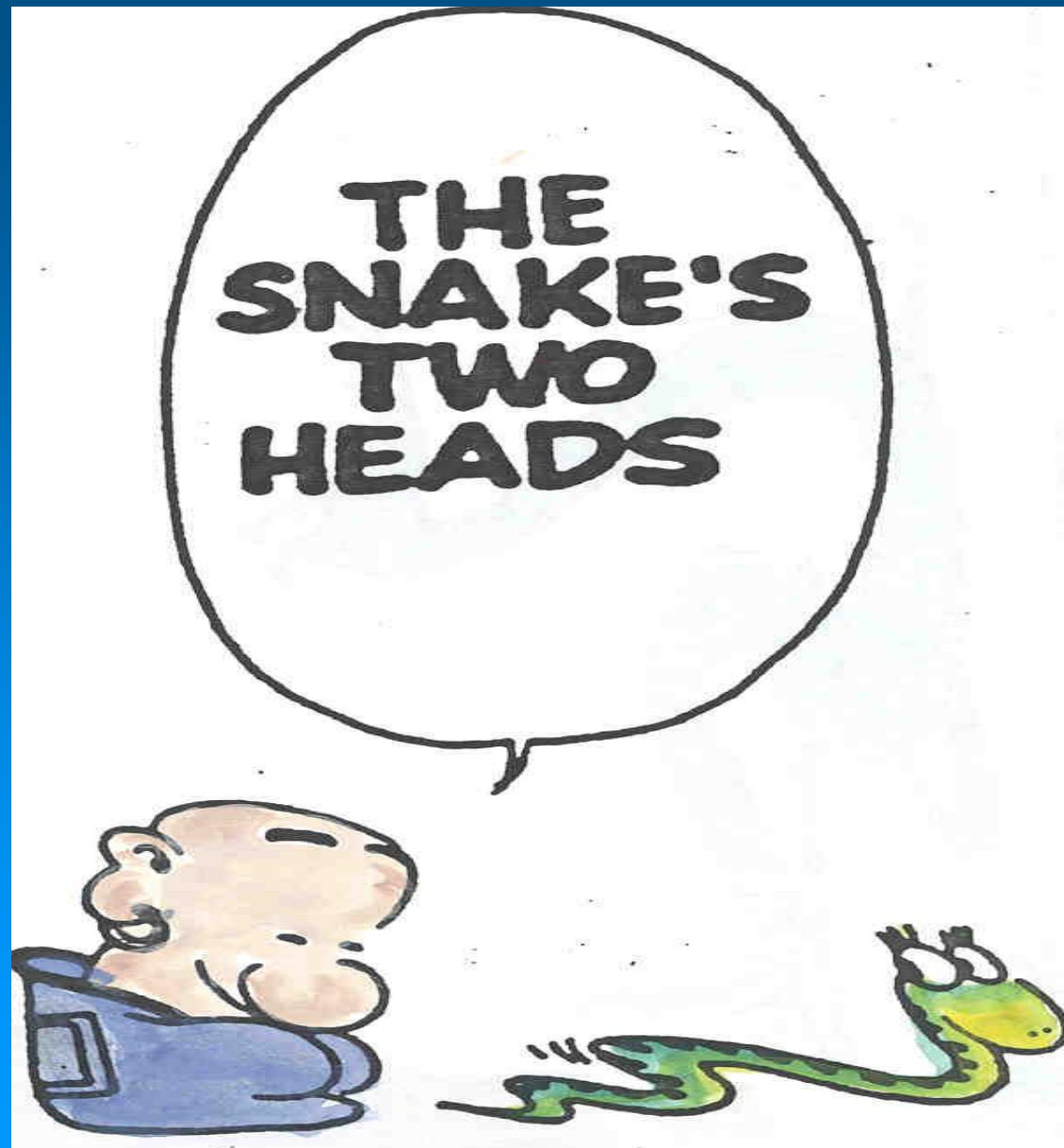


Effort, Improvement and Progress

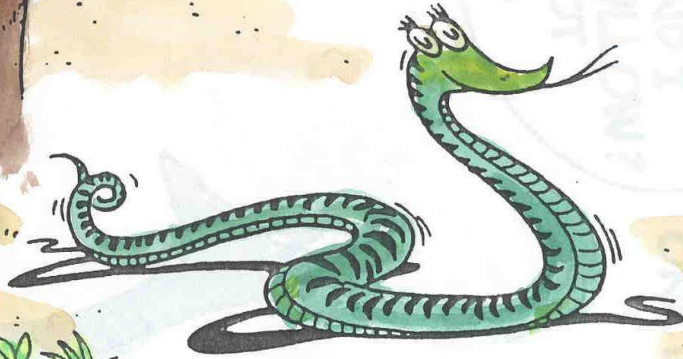
If the Team Succeeds,



...so do **YOU**



IN THE MIDDLE OF THE FOREST
THERE LIVED A SNAKE WHICH
LED A HAPPY, CAREFREE LIFE.



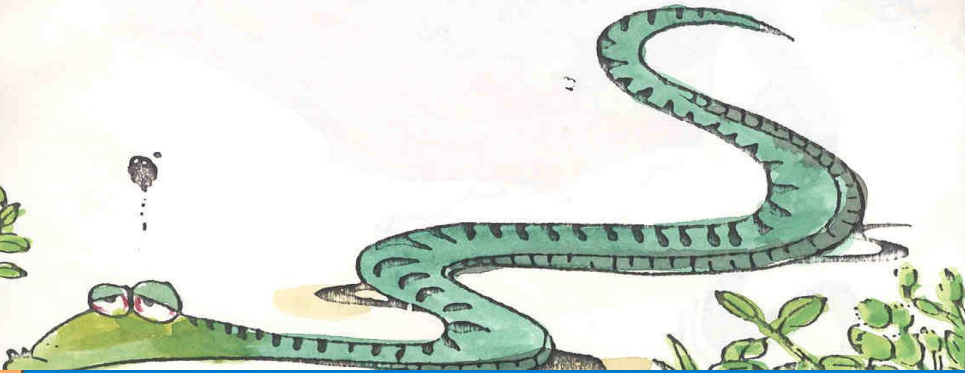
HEY! SNAKE-
HEAD, HOW COME
YOU ALWAYS GET
TO LEAD AND I
HAVE TO FOLLOW?
IT'S NOT
FAIR.

THEN,
ONE DAY....

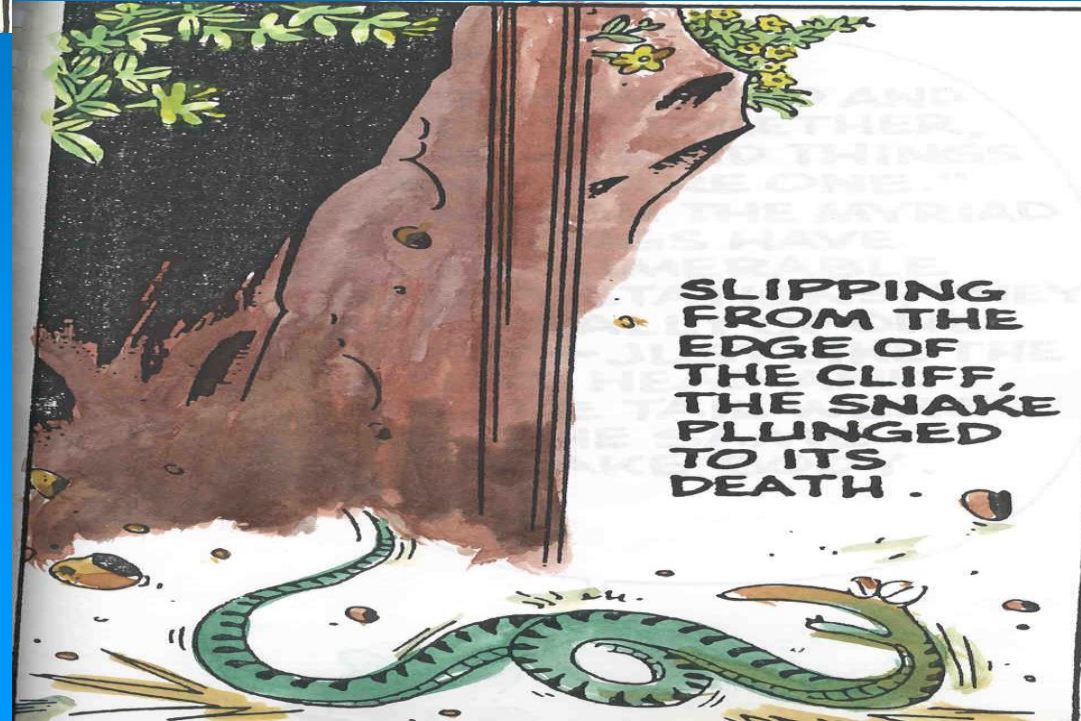




SO THE PROUD SNAKE TAIL
GOT OUT IN FRONT AND
HAUGHTILY LED THE WAY:
BUT IT STILL DIDN'T HAVE
ANY EYES....



SLIPPING
FROM THE
EDGE OF
THE CLIFF,
THE SNAKE
PLUNGED
TO ITS
DEATH.







Thank You