

Techniques for Improving Teamwork in the Workplace

TEAM: Together Everyone Accomplishes More. Establishing teamwork allows people to work together in a spirit of cooperation and mutual respect. When one member of the team falters, it affects the success of the entire team. The development of teamwork is not only essential, it has great benefits for your workers and the organization as a whole.

Over the years, successful groups have identified the following activities team leaders can do to improve teamwork:

- **Help team members get to know each other and build trust.** Encourage open and honest expression of ideas. It is helpful to make sure the atmosphere is relaxed, comfortable and free of fear.
- **Pay attention** to what is said and not said, the mood of the group, the energy level, body language, feelings, etc. Model active listening which includes paraphrasing, speaking less and listening more, and listening for unexpressed feelings. See that everyone has an opportunity to participate.
- **Keep the group focused** on the present and not on the past. Moving forward is the key objective.
- **Help the group make effective decisions, formulate goals, evaluate itself.** Provide the group with feedback on accomplishments and/or problems.
- **Address conflict to promote team growth.** Resist the temptation to suppress conflict. Resolve issues by keeping team members focused on the issues, not individual personalities. Remind the group that progress and growth come from willingness to face problems and improve methods for dealing with them.
- **Set policies and procedures.** Have your team involved in this process. Focus on the process-- how things are done, how information is gathered, how decisions are made, and how problems are solved.
- **Help team members develop their communication and team skills.**



First Sun EAP has dedicated organizational consultants available to assist you with these issues. You can call any time for a free confidential consultation to discuss these or any workplace issues that affect the performance of your associates toll free at 1-800-968-8143 or in Greater Columbia, (803) 376-2668.

For more information on this topic as well as the other benefits you receive from First Sun EAP, please see our website at: www.firstsuneap.com.