



Building the Best Team Series



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We use data and a scientific approach to talent optimization to help individuals, teams, and organizations **achieve more.**



- Leadership Development*
- Employee Training Workshops*
- Coaching/Consulting*
- Assessments/Diagnostics*
- Teambuilding/Team Development*



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Building the Best Team Series

Part 1: Live Virtual Session

- Team Insights and Discovery: Understanding Our Individual & Team Profiles

Part 2: Four on-demand recorded sessions (complete 1 per week)

- Learn the stages of team development and how you can best leverage this to understand your current team dynamics
- Understand the essentials for creating a culture of trust and respect for the value all members bring to the team
- Gain insights into daily behaviors and practices to enhance communication and collaboration
- Discover key enablement factors that must be in place for optimal team performance

Part 3: Live classroom learning application sessions facilitated by Intek training team

- Applying our learning from Part 1 and 2 in facilitated learning exercises and discussions

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Building the Best Team:

Creating a team culture of trust and respect

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Reflect on your experience working on teams....

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“Everyone knows their role and what is needed from them...”

“We all respect and value what each person brings to the team...”

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“We get along and even have some fun together...”



“We feel safe having honest conversations with each other and being ourselves...”

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What is culture, and why does it matter?



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The culture of an organization is all the beliefs, feelings, behaviors, and symbols that are characteristic of an organization. More specifically, organizational culture is defined as shared philosophies, ideologies, beliefs, feelings, assumptions, expectations, attitudes, norms, and values

Edgar Schein



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Team culture is...
Shared behaviors, practices,
and operating norms...

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Team Culture & Dynamics



Unhealthy/unconstructive team dynamics/culture

Healthy/constructive team dynamics/culture



“On a team, we reap what we collectively and individually sow...”



IYAD WYAD TYAG WYAG



“If you always do what you always did, then you always get what you always got”



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A Key Characteristic of High Performing Teams is...



TRUST



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Defining Trust

Trust is the degree to which one has confidence in the capabilities, integrity, and intent of another.



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Focus on Relationships



High-Trust Relationship

Safe

Authentic

Comfortable

Easy

Low-Trust Relationship

Insecure

Difficult

Inauthentic

Risky

Most of us would want to know if we had a career-limiting behavior we are unaware of. We would want someone we trust to tell us so we can improve. Imagine how that same feedback would feel coming from someone we have low trust or no trust with.

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The Numbers Tell the Story

High Trust Environments vs. Low Trust Environments

74% less stress

50% more productivity

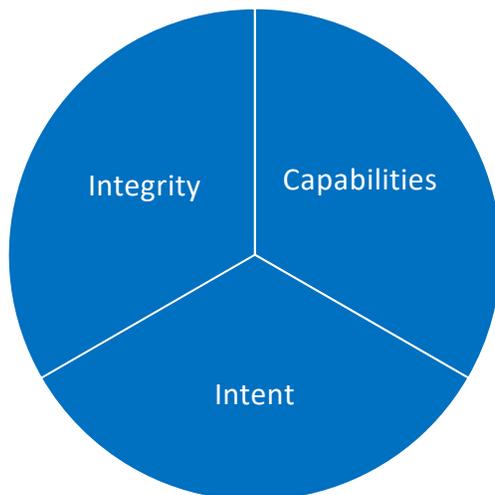
106% more energy

13% fewer sick days

40% less burnout

50% more likely to still be at their organization in a year

Trust is the degree to which one has confidence in the capabilities, integrity, and intent of another.

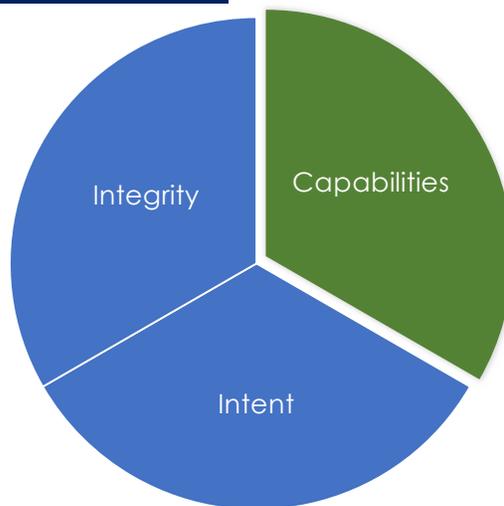


Capabilities



Can you do what is expected of you?

Do you have the knowledge, skills, and experience to be effective?



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Build trust by demonstrating capabilities



Deliver results and produce high-quality work



Recognize and be honest your own strengths and development areas.



Seek feedback and look for opportunities for continuous improvement

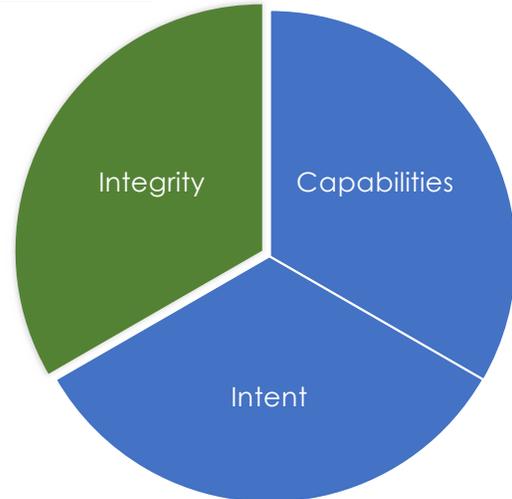
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Integrity



Do you do things the right and ethical way?

Do you hold yourself accountable?



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Build trust by demonstrating integrity



Make and keep commitments



“Do the right thing even when nobody is watching”



Align your words with your actions, i.e. words and actions are congruent

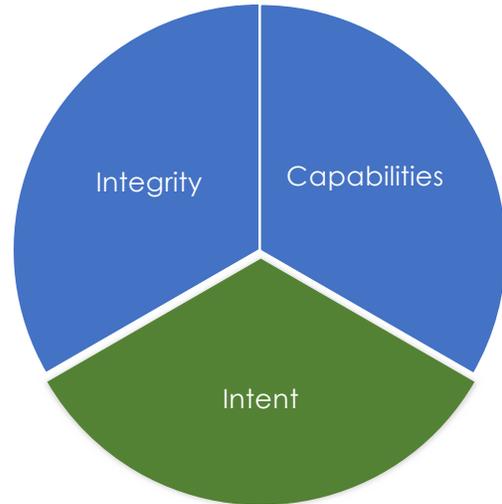
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Intent



Are you self-focused or other-focused?

Are you motivated by a desire to *look good* or to *do good work*?



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Build trust by demonstrating positive intent



Clarify your intended positive outcomes



Support others in accomplishing their goals



Reflect on characteristics of your best self and demonstrate those as you navigate challenging situations.



Assume best intent and operate with best intent

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Teams who have an abundance of trust ...

- Readily ask for and offer help to each other
- Give one another the benefit of the doubt before arriving at a negative conclusion
- Take risks in offering feedback and operate with authenticity
- Recognize and appreciate others' skills, abilities, and experiences without feeling competitive
- Focus time and energy on high-value projects
- Offer and accept apologies without hesitation (extend grace)
- Look forward to meetings and other opportunities to work as a group
- Share rewards and celebrate accomplishments



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Teams who have an absence of trust ...

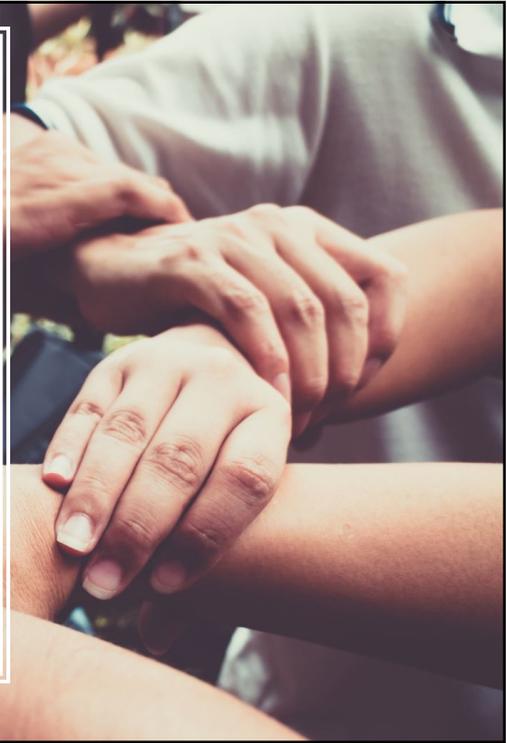
- Refuse to ask for help from each other
- Hesitate to offer help outside their own areas of responsibility
- Hide their mistakes and weaknesses from each other
- Fail to recognize and leverage each others' skills, abilities, and experiences
- Waste time and energy "playing it safe" and attempting to "look good"
- Withhold feedback and miss opportunities to learn and improve
- Focus on individual accomplishments and rewards to the detriment of the team and the organization



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Other tips for cultivating a culture of trust and respect...

- Make it a regular practice to reflect and discuss strengths and opportunities as a team as well as the behaviors you want to cultivate more of and less of
- Model the Way: Demonstrate vulnerability and authenticity
 - *What can I do differently next time?*
 - *How could I improve on X?*
- Take time to recognize and appreciate others
- Encourage open and authentic discussion—seek input and feedback from each other
 - *What are your thoughts on this initiative?*
 - *How do you really feel about this change?*
- Treat “failures” as opportunities to learn and grow, not as “gotcha” moments
- Immediately address behaviors that are destructive or serve as obstacles to creating trust, i.e. criticism, finger-pointing, blaming, etc.



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Individual Learning Actions

- Resource: Complete the Personal Trust Inventory



9/10/2021

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Resource: Personal Trust Inventory

- With whom have I established a high amount of trust? What do I most value about that relationship?
- How do I know we have a high-trust relationship? How has that impacted my ability to be successful?
- What actions and behaviors have I taken to establish and maintain that trust? How have those actions and behaviors demonstrated my capabilities, integrity, and intent?
- With whom do I need to establish trust in order to increase my influence?
- How can I more effectively demonstrate my capabilities?
- How can I more effectively demonstrate my integrity?
- How can I more effectively demonstrate my intent?

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Team Learning Actions

- Discuss and define your ideal team culture. Where are you now, and where do you want to be?
- What daily behaviors can you cultivate on your team that will help you close the gap between your current team culture and your ideal desired team culture?
- What daily behaviors would be barriers to creating that? What types of behaviors get in the way and need to be reduced or eliminated?



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Trust and open communication go hand in hand....



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Building the Best Team Series



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