BUILDING EMPOWERED TEAMS

NERAOC CONFERENCE
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OBJECTIVES OF THIS TRAINING

The participant will understand:

1. ... the basic definition of the empowered team
2. ... context of team building and empowered team
3. ... empowered team dynamics
4. ... consequences of positive team participation.
THE EMPOWERED TEAM

The truly empowered team can help the organization improve clientele satisfaction, increase employee productivity, increase work and project/activity quality and lower the institution’s costs.
THE EMPOWERED TEAM

• A team is a group of two or more individuals who have something in common or working toward a common goal

• “Empowered Teams” have control over the team’s performance and behavior that produce targeted results, reach desired outcomes, and maintain healthy team member relationships.
WHY EMPOWERED TEAMS?

• Empowered teams can take on challenges that would be overwhelming to other teams

• Empowered teams bring individuals on the team a sense of belonging and acceptance, respect and trust, achievement and supported
WHY EMPOWERED TEAMS?

• Empowered teams provide a setting for learning, mastering and integrating interpersonal skills

• Empowered teams buy into and advocate for the organizational mission and purpose
CREATING AND DEVELOPING EMPOWERED TEAMS

• Create a team atmosphere within your unit or department by creating:
  – A sense of TRUST
  – A sense of MISSION
  – A common PURPOSE.

The director needs to share his/her vision
– A Positive Team.

The director needs a positive attitude and must be motivated.
CREATE AND DEVELOP THE TEAM

• Make sure the team is set and ready to go
  – Department structure to meet maximum potential
    • Team leads and SMEs—technically competent and people oriented
    • Sub-team’s goals that feed into the larger picture
CREATE AND DEVELOP THE TEAM

• Start with a fresh approach
  – Set those bad habits aside and mentally establish a new and fresh approach with a positive attitude
  – Don’t let those with bad attitudes take the team down.
CREATE AND DEVELOP THE TEAM

• Create a concise mission statement that makes your department known and recognized

• Create something that is embraced by those on the team
  – Use your team leads and SMEs to assist
  – Get buy-in from the total team
  – Explain that “the team” is not a one time activity.
CREATE AND DEVELOP THE TEAM

• Walk your department or unit
  – Sit down with your team in their environment
  – Listen and dialogue with the employees and team

• Hold team meetings
  – Hold them regularly when developing the team
  – Focus your meetings
  – Involve the team before and during the meeting.
CREATE AND DEVELOP THE TEAM

• Training
  – Provide the team members the training resources and tools needed to do the job
  – Have the team members train each other
  – Train the team in how to be a team
    • Respect each other—Principles of Community
    • Support each other to meet projects, goals and mission
    • How the department goals fit into the overall organizational goals
    • Team Spirit and Recognition.
Principles of Community
(Example Only)

“The University of California Office of the President is committed to promoting an environment that supports every person in an atmosphere of mutual respect, cooperation, professionalism, and fairness. Realization of this commitment requires awareness and active participation by every member of our community.”
Empowered Team Experiences

Look to your right, spend five minutes sharing with your partner a time you had a positive and empowered teamwork experience.

Reflect on the aspects that allowed that team to be successful, what you would have done differently and what you learned from the experience.
CREATE AND DEVELOP THE TEAM

• Support the differences and diversity of your team

• Encourage the team to bring ideas to you
  – Let the team create and decide
  – Encourage them to speak-up and dialogue with you

• Strongly encourage the need to attention
  – What are your expectations, the organization’s…
  – Stress the “dot the i and cross the t”.
CREATE AND DEVELOP THE TEAM

• Stress to the team:
  – The importance of the clientele
  – That negativity about clientele or other departments/units is not tolerated
  – Act as if what they do will be tomorrow’s front page
  – Act like they are the Ambassador for the organization
  – That “Team Building” is not a one time activity.
DIMENSIONS OF EMPOWERED TEAM

RESULTS
Accomplishment of task or goal/desired outcome

PROCESS
The method we use and how we treat team members

RELATIONSHIPS
Respect and rapport among team members
GROUP ACTIVITY
The Competition for Resources

In 10 minutes, create a team of 5. Find one person in the room who ticks each one of the boxes below.

- Loves to speak in front of an audience
- Can speak more than one language
- Thinks outside of the box
- Thinks linearly
- Can sing the Canadian National Anthem in French
VALUE OF EMPOWERED TEAMS IN THE WORKPLACE

• Less absenteeism
• Improved customer/clientele satisfaction
• Decisions are made quicker often with better overall outcomes
• Problems resolved at the source
• Tasks are completed in a more harmonious manner
• Diverse and varied skills are tapped from team members – team members improve individual competence and skills
• Morale is higher.

Norman, Univ. of Michigan
STAR TEAM ATTRIBUTES

- Shared & Meaningful Purpose
- Specific & Challenging Goals
- Clear Roles
- Complementary Skills
- Common & Collaborative Approach

University of California
Agriculture and Natural Resources

--Interaction Associates, Inc.
HOW TO GET THE DERAILED TEAM BACK ON TRACK

• Deal with the negative person
• Dialogue with the individual
  – Build safety
  – Accept and legitimize
  – Reframe the discussion
• Conduct activities to build group dynamics
RESOURCES

• http://www.interactionassociates.com/workshops_teamaction.cfm
• http://tep.uoregon.edu/resources/crmodel/strategies/learning_teams_faq.html
• http://www.infed.org/thinkers/tuckman.htm
• The Five Dysfunctions of a Team by Patrick Lencioni, 2002
• Linda Marie Manton at lmmanton@ucanr.edu
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THANK YOU!!!

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