

# Your EAP | Here4TN! for leaders

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**PARTNERS  
FOR HEALTH**  
EMPLOYEE  
ASSISTANCE  
PROGRAM

## Help Steer Your Team to Success!

Successful teams don't happen on their own. Managers need to provide continuous support to their teams, while encouraging a healthy, positive work environment where team members collaborate on reaching goals.

It's your role to set the course for your team and give them the tools they need to be successful. Take the time to get to know each of your team members. Learn and understand each person's strengths and weaknesses, and identify areas where you can help them develop their skills and grow as individuals. This will benefit the entire team.

Here are some ways you can encourage and achieve successful teamwork:

- **Go for small wins.** Set some goals and assign work with interim, achievable steps, e.g., finish one segment of a larger research project within two weeks. Have the team collaborate on how they will meet the deadline.
- **Look for innovation within the group.** Seek out the experts of the least-vocal members. Allow everyone on the team to think critically and to help problem solve together.
- **Set high personal expectations.** If you don't carry your weight, you'll undercut the group.
- **Use conflict—and the healthy resolution of it—to strengthen the team.** Clearing the air with open discussion, while avoiding personal attacks, can help the team work more smoothly together.
- **Encourage each other.** Good team players motivate each other to perform up to potential.
- **Change team members' roles when possible.** Rotate tasks within the team to help ensure fresh input and vitality. This also helps promote personal growth as people learn new skills.

You will always be able to improve at matching individuals' unique skills with the work objectives of the day. Over time you'll become more skillful at moving pieces of the personnel puzzle around in a fluid way until you've got the right alignment for each project. This can lead to better project outcomes that benefit your organization.

Did you know that you can access your ParTNers EAP any time for confidential expert counseling and management consultation? Just call 1.855.437.3486 and ask to speak with someone from the workplace support team.

[www.Here4TN.com](http://www.Here4TN.com) | 1.855.Here4TN (1.855.437.3486)

## Successful Team Building

Here are some keys to successful teamwork.

- Make sure that the team's goals are clear, understood, and accepted by each team member.
- Give performance feedback proactively and frequently.
- Encourage your team to take some risks through new ideas, innovations, and different viewpoints.
- Reassure your team that you are paying attention to their efforts. Genuine recognition goes a long way towards building loyalty and trust.

*There are many types of team-building exercises you can organize. Here are some tips on how to select the right activities:*

- Choose team-building activities that do not violate people's dignity, privacy, or personal time.
- Remember that what is fun for some people might be uncomfortable for others. This could include things like athletic activities or public performances.
- Try to make sure the team-building exercises are relevant to the work people are there to do.



# Communicating in the Workplace

## What is your style?

Knowing your team members' communication styles can go a long way in getting through to them in a way they can relate. It can also give you insight to their point of view. To be an effective manager, you will likely need to adjust your style depending on who you are talking to.



## Here are some common communications styles:

**Open Communicators:** These team members are receptive to input and freely express their emotions. They prefer to have an informal conversation before getting into actual business activities. They frequently have personal souvenirs or pictures on display in their work area. If you are in conversation with an open communicator, ask a few informal questions first and then start with a business discussion.

**Reserved Communicators:** These team members are very private and share little about their personal lives or their opinions. They usually keep busy with their work and do not participate in workplace activities.

**Indirect Communicators:** These team members speak slowly and deliberately. They do not like loud, fast, and aggressive talkers. They concentrate on facts, rather than assumptions. If you are in conversation with them, they will expect you to have proof for backing up your suggestions, answers, and views.

**Direct Communicators:** Individuals who are direct communicators speak directly and loudly. They take risks more easily, are self-assured, and are likely to be 'type A' personalities. If you are in conversation with a direct communicator, get to the point quickly and be confident in what you say.

## Foster a Healthy Work Environment

As a leader, you have the opportunity to set the tone for outstanding team performance. Here are a few ideas for supporting a productive workplace dynamic.

**Be positive and hopeful despite challenges.** Get in the habit of showing your staff that you believe they can successfully reach their objectives.

**Stay in close contact with your staff.** In addition to establishing a schedule of regular one-on-one and team meetings, informally check in with each employee occasionally. This helps reduce tension and enhance information flow.

**Encourage growth and innovation within the team.** Support your staff members in taking on new tasks and devising creative new solutions to organizational challenges.

**Demonstrate your interest in people's development.** Provide ample opportunities for continuing professional education so that your staff can grow and move forward. This benefits the team and the overall organization.

**Support the team's health and wellness.** Make sure that you and your staff take care of your health and wellness through use of stress management techniques. Encourage team members to address their work-life issues by using the ParTNers EAP, available to them 24/7 at no cost.

