



ESSENTIAL TO THE TEAM

Leader's Guide, Fact Sheet & Quiz

Item Number: 5230
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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5230 ESSENTIAL TO THE TEAM FACT SHEET

LENGTH: 6 MINUTES

PROGRAM SYNOPSIS:

It's one thing to call a group of individuals a team. It's another thing for that group of individuals to actually function as a team. Teamwork is the concept of people working together cooperatively. We don't always get to choose our partners and teammates, but one thing is for sure: personal problems or lackluster attitudes will deflate the motivation and performance of a team. This program examines some myths and problems that can damage a team. A professional team is shown as an example of the steps needed to form a productive, successful group of individuals that are essential to their team.

Topics include what successful team players bring to the team, myths and problems that can damage a team, and knowing your role within the team.

PROGRAM OBJECTIVES:

After watching the program, the participant will be able to explain the following:

- Being a successful team player;
- The myths and problems that can damage a team;
- Knowing your role within the team and how to be successful.

INSTRUCTIONAL CONTENT:

BACKGROUND

- It's one thing to call a group of individuals a team. It's another thing for that group of individuals to actually function as a team.
- Teamwork is the concept of people working together cooperatively.
- A team is worth more than the sum of its parts. No one does it alone.
- Successful team players listen instead of assume.
- Successful team players are assertive instead of aggressive.
- Successful team players use tact instead of bluntness.
- Successful team players value the diversity that comprises their team.
- Let's begin by separating fact from fiction so you can see how a promising team could be built on a firm foundation.

MYTHS AND DAMAGING A TEAM

- Myths about teams and teamwork, as well as the unwillingness to work as a collective, does more harm than good when it comes to being a team.
- Here are some myths and problems that can deter a team from being successful.
- Myth: managers are solely responsible for creating a successful team. Managers assemble qualified and competent employees and guide them to achieve a collective goal. Talent, organization, communication and cooperation are the ingredients to a successful team.
- Myth: team members must like each other in order for the team to succeed. Team members must respect each other in order for the team to succeed.
- Myth: team members must choose between doing whatever it takes to complete the assignment or treating their teammates politely. Team members will do whatever it takes to complete the assignment while interacting respectfully, appreciating the diversity of the team and their unique perspective and talents.
- Myth: the bigger the team, the better. Often the larger the team, the more there is social loafing. Competence, commitment, focus and effort are mandatory elements for the team, no matter the size.
- Myth: new members always bring energy to a team. Perhaps, sometimes, but studies show the longer members stay together as a team, the better the results.
- Myth: absolute harmony is the key. Disagreements and challenges can be healthy and stimulating for a team. Many creative solutions were born from conflict.
- We don't always get to choose our partners and teammates, but one thing is for sure: personal problems or lackluster attitudes will deflate the motivation and performance of a team.
- Negativity is a choice and in business, negativity can consume excess time and energy.
- Let's define some of the problems, then we'll explore the solutions. Take a look.
- Elaine is a nice person and completes every task assigned. Unfortunately, she can only do one task at a time.
- John is a computer whiz and shows much promise. Unfortunately, he would much rather use the computer for his own personal use and enjoys getting paid for it.
- Gladys has years of experience and a full resume. Unfortunately, she has no room for new ideas and thinks what worked

yesterday will work today.

- Jim is a go-getter and is excited about the big picture. Unfortunately, he forgets the little details.
- Mary is a wonderful person with a heart of gold. Unfortunately, she cannot delegate and assumes the tasks of everyone.
- All of these people have talent but perhaps they've lost focus and would benefit from training and direction.
- Awareness is the key to change.

BEING A SUCCESSFUL TEAM PLAYER AND TEAM

- Now let's see a professional team in action.
- An effective chairperson of the team will be self-disciplined and exhibit excellent communication skills. They will challenge the traditional ways of thinking about product, procedure and promotion.
- They will be sensitive and supportive, while promoting harmony and reducing conflict.
- Most important, it is the chairperson who will take the big ideas and turn them into manageable tasks.
- First order of business is for the chairperson to discuss a code of conduct.
- The chairperson will then draw a chart with the names of each team player and their responsibility. It is important that each member of the team has a defined, valued role.
- The chart will also contain timeframes to discuss ideas, information and due dates. It should be noted that competition can be constructive if it is directed at a rival company.
- However adversarial relationships within a team diminishes its strength. Which brings us to conflict. If you sense tension, please consider the following.
- Control your anger by separating the person from the problem. Ask for clarification. It will give you time to calm yourself.
- If someone verbally attacks you, it is because of something within them, not with you. Allow the person to release their frustration by active listening. Acknowledge what you heard.
- Show them you are a teammate and not the enemy. Reframe all the personal attacks on the actual problem. Work on the issue, not the person.
- Everyone benefits from respect, support and appreciation. No one wants to see a good idea fall through the cracks.
- Be a team player. Create solutions to the constant challenges. Understand that creativity and innovation drive growth.
- Remember you are essential to the team!

ESSENTIAL TO THE TEAM

ANSWERS TO THE REVIEW QUIZ

1. b

2. e

3. b

4. a

5. b

6. d

7. b

ESSENTIAL TO THE TEAM
REVIEW QUIZ

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. We always get to choose our partners and teammates.
 - a. True
 - b. False

2. A successful team player _____.
 - a. Listens instead of assuming
 - b. Is assertive and not aggressive
 - c. Uses tact instead of bluntness
 - d. Values the diversity that comprises their team
 - e. All of the above

3. Only managers are responsible for a successful team.
 - a. True
 - b. False

4. The longer you've been on a team with someone, the better the results.
 - a. True
 - b. False

5. Negativity isn't a choice.
 - a. True
 - b. False

6. An effective chairperson is _____.
 - a. Self-disciplined
 - b. Sensitive and supportive
 - c. Someone who exhibits excellent communication skills
 - d. All of the above

7. You are not an essential part of the team.
 - a. True
 - b. False