

# TEAMWORK

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## **Teamwork**

1. Team purpose
2. Methods generally agreed upon
3. Accomplishments – history of success is posted and recorded
4. Failures are shared and used as a legitimate learning and bonding experience
5. Group rule bending
6. Sharing dollars and credit – interpersonal experience
7. Community-up/down/lateral
8. Focus . . . and reminders of
9. Management must model

## **Teambuilding: My definition**

- People working together to achieve a common goal, such as providing excellent supports to people with disabilities
- We work in teams because we cannot achieve the same stuff alone

## **Why do we care about teamwork?**

- Better outcomes
- More people to help
- Higher job satisfaction
- More fun workplace

## **Basic Tips for Teamwork**

- Recognize team goals
- Show acceptance of team goals by working cooperatively with other team members
- Identify problems and their causes
- Persevere in solving problems
- Accept membership in the team
- Demonstrate a positive attitude, respond appropriately to praise, and give positive feedback
- Display trust in other team members
- Be dependable in completing tasks correctly and on time

## **Ten Principles for Getting Along**

1. Maintain your confidence by being in right relationships. You can't be objective or discerning if you're not in good standing with your team. Strong relationships give you the grace and confidence to deal properly with difficult people.
2. Remember that overreacting will only accentuate the conflict and confuse the issue.
3. Hold realistic expectations. Make sure that the difficult person can reach your expectations. You may be expecting something that is impossible.
4. Quit trying to change the difficult person. Give up your rights and expectations regarding the person. Accept the fact that you cannot change him or her, but you can change your reactions.

5. Refuse to Play Games. He or she may attempt to use you or make you feel guilty or obligated. Recognize the emotional games and do not participate.
6. Don't allow yourself to cater to the difficult person. Be honest with yourself and say no as needed.
7. Keep a proper spirit and attitude. Maintaining credibility is the greatest struggle.
8. Allow your values and beliefs to lead you in dealing with the difficult person.
9. Confront immediately. Don't put off facing conflicts. It will only make matters worse.
10. Demonstrate compassion.

**Useful feedback is:**

1. **Given with Care.** To be useful, feedback requires the giver to feel concern for and to care for the person receiving feedback – to want to help, not hurt the other person.
2. **Given with attention.** It is important to pay attention to what you are doing as you give feedback. This helps you to engage in a two-way exchange with some depth of communication.
3. **Invited by the Recipient.** Feedback is most effective when the receiver has invited the comments. This provides a platform for openness and some guidelines. It also gives the receiver an opportunity to identify and explore particular areas of concern.
4. **Directly expressed.** Good feedback is specific and deals clearly with particular incidents and behavior. Pussy-footing or making vague and wordy statements is of little value. The most useful help is direct, open, and concrete.

5. **Fully expressed.** Effective feedback requires more than a bald statement of facts. Feelings also need to be expressed so that the receiver can judge the full impact of behavior.
6. **Uncluttered by evaluative judgment.** Often it is helpful not to give feedback composed of judgment or evaluations. If you wish to offer judgment, then it is necessary to state clearly that these are matters of subjective evaluation and then to simply describe the situation as you see it and let the person concerned make the evaluation.
7. **Well-timed.** The most useful feedback is given when the receiver is receptive to it and it is sufficiently close to the particular event being discussed for it to be fresh in the listener's mind. Storing comments can lead to a build-up of recrimination and reduces the effectiveness of feedback when it is finally given.
8. **Readily actionable.** The most useful feedback centers around behavior that can be changed by the receiver. Feedback concerning matters outside the control of the receiver is less useful. It often is helpful to suggest alternative ways of behaving that allow the receiver to think about new ways of tackling old problems.
9. **Checked and Clarified.** If possible, feedback should be checked out with other people to explore whether one person's perceptions are shared by others. This is especially useful in a training group and also can be promoted in a work team. Different viewpoints can be collected and assimilated, points of difference and similarity clarified, and a more objective picture developed.