Working in Teams – Transcript

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Working in Teams

Turn sound on.

Turn closed captioning on.

Career Centre University of Toronto Mississauga.

Navigating the module

Module content: Shown in tab to the left under the heading Module content & Transcripts. Cannot be used for navigation.

Video Transcript: Located to the left under the heading Module content & Transcripts. You will see the complete transcript while the video is playing.

Resources: To download additional documents and an annotated bibliography, go to the resources tab on the top left of your screen under the module title.

Print: Print tab, above on the right to print or save everything that appears on the screen.

Exit: Use Exit tab to close the module. Exit tab is located above to the right of Print tab. You may exit the module at anytime. When you return to the module you may be prompted to resume the module. The resume prompt depends on whether you cleared your browser history. Clearing the browser history will restart the module from the beginning.

Keyboard user: Press the tab key to move to the selection and press the space bar.

Working in Teams Overview

Video transcript:

You may or may not have had experience working on a team. Depending on what you studied, you may have been a lab partner, worked on class group projects or you may have very little teamwork experience in an academic environment. You may have gained some experience through part-time, summer or volunteer jobs or playing on a sports team.

When a team works together effectively, great results usually follow. New ideas and solutions to difficult problems are produced when you share your views, ideas, experience and strengths with others on your team. You will benefit from working on a team. Teamwork fosters a sense of belonging and commitment to a shared goal or purpose and allows for mutual support, sharing and learning.

This module focuses on key aspects of teamwork and provides tips so that you can prepare yourself to be an effective team member.

What you'll get from this module

Working as part of a team requires a number of skills and abilities. By working through each topic you'll learn about becoming a better team member.
Select the topic by clicking on it or press the tab key to move to the topic and select by pressing the spacebar. At the end of each topic you will be returned to this page to make another selection.

When all the topics are completed, you will be taken to a summary page.

Working in Teams module content

- Create an impression – 3 actions that will create a good impression.
- Communication Styles - How your communication style works with others.
- Assertive vs Aggressive - Why it's important to know the difference and the impact on communication.
- Teamwork skills - 6 skills /abilities needed to work effectively.
- Teamwork challenges - Problem solving & team effectiveness.

Create an impression

On your first days at your new job spend 90% of your time listening and 10% of your time talking.

How you interact with your co-workers can impact on your work and your ability to work within the team. Your co-workers' impression of you can impact whether you are selected to work on a new project, get assistance with a project or even future promotions.

On the next page is a list of actions that you can take to create a positive impression in your new workplace.

Creating a good impression in the workplace

Below are examples of workplace behaviours.

Select three (3) that you believe would help you to create a good impression.

☐ Be polite. Say "please and thank you" when asking a co-worker a question.

☐ Use your phone excessively/other distracting behaviours during lunch with your coworkers.

☐ Be friendly and smile. Greet your coworkers when you arrive/ leave.

☐Be messy in your workspace and shared or common areas.

☐Share your strong views about controversial topics (i.e. politics/religion).

☐Be loud and overly chatty.

☐Monitor your volume during conversations with your coworkers.

(If working with the e-module press Submit button.)

Results

(If working in conjunction with e-module, the best actions are marked correct out of 3 correct responses for workplace behaviours that create a good impression. Correct answers are then redisplayed on the list below.)

(Transcript format: compare your responses to the statements below.)

> **Correct**: Be polite. Say "please and thank you" when asking a co-worker a question.
>
> Use your phone excessively/other distracting behaviours during lunch with your coworkers.
>
> **Correct**: Be friendly and smile. Greet your coworkers when you arrive/ leave.
>
> Be messy in your workspace and shared or common areas.
>
> Share your strong views about controversial topics (i.e. politics/religion.)
>
> Be loud and overly chatty.
>
> **Correct**: Monitor your volume during conversations with your coworkers.

Consider the impact of positive workplace behavior on your co-workers.

Think about these workplace behaviours (this pops up if no correct answers were selected)

Think about how your co-workers might respond to any of these.

- Using your phone excessively/other distracting behaviours during lunch with your coworkers.
- Be messy in your workspace and shared or common areas.
- Share your strong views about controversial topics (i.e. politics/religion).
- Be loud and overly chatty.

How can these actions help or hinder your work relationships?

Connect with your career coach to discuss your choices and develop positive behaviours to strengthen your work relationships.

Tips for working effectively with co-workers

Tip: Avoid awkward conversations.

That means - Be selective about topics of conversation.

Avoid - Political or religious topics.

Tip: Respect your coworkers.

That means - Be kind – check in, ask about progress on a project; Friendly – small gestures go a long way in showing you appreciate and value them; Smile.

Avoid - Taking credit for someone else's work; Spreading rumours; Messy workspace and common space.

Tip: Practice Good Office Manners.

That means - Mind your manners; Keep volume of voice low; Be polite, try to engage in conversation during lunch or coffee breaks.

Avoid – Exclusive phone use during break with no co-working interaction; Loud phone conversations.

Final thoughts – creating an impression

"It's amazing what doors can open if you reach out to people with a smile, friendly attitude, and a desire to make a positive impact." –Richard Branson.

Communication Styles

Many job descriptions include the words 'communication skills". Good communication skills are important to the effectiveness of a team. However, not everyone communicates the same way. The difference is referred to as a communication style. Think back to class group projects, how many times did a difference in communication style impact the effectiveness of the group and in getting the project completed?

What's your communication style

Below are the most commonly described communication styles.

Read the description for each style. Click to select the style that most closely matches your style. Keyboard: Tab to choice and press Enter key

Analyzer:
Detailed, loves facts, want facts before making big decisions; big picture thinker; super organized; asks a lot of questions.

Controller:

Very direct, straightforward; goal and timeline driven; can appear "bossy" or "demanding"; Go-getters - believe that work is to be done right and on time.

Promoter:

People and experience oriented; strong interpersonal communication that is open and honest; approachable for questions and support.

Supporter:

Success-oriented; easy-going; pleasant, approachable, welcoming; calm and level-headed; excellent interpersonal communication; excel at conflict-resolution.

(Transcript instructions: Now that you have read the communication style descriptions, enter your style in the field below.)

Your communication style is

Tips for communicating with other styles

Your communication style -

Review the tips and consider which co-worker's communication style will be the easiest for you to work with and which will be more challenging.

Analyzer:

- Be prepared for questions.
- Have your facts, and task / project details ready before discussing your questions with them.
- Be patient with them when expecting an immediate answer or quick decision.

Controller:

- Keep your interactions brief and to the point.
- Convey important or necessary information only (no small details).
- You may need to seek clarification about any projects they assign you (as they don't typically provide detailed instructions).

Promoter:

- Ask them personal questions to engage them in conversation and expect to be asked questions in return.
- When discussing work matters, provide examples / details about what you're referring to, provide them with context, and expect to steer them back in the direction you want them to address or answer.

Supporter:

- Be open to casual talk but not too personal, (their trust is earned with time).

- Excessive details are not necessary to share with them.
- Don't question or challenge their intelligence.

Respond to the following statements by typing in the field the name of the style.

Easiest style for me

Most challenging style for me

Your style and communication with others

Your communication style is

You selected   as the easiest.

You selected   as the most challenging

Think about your communication style and the tips for how to work effectively with other styles. Describe how this knowledge will impact your effectiveness on a team.

Teamwork skills

In a group context, new ideas and solutions are generated when each member of the team brings their views, experiences and skills to resolving a complex problem.

Now let's take a look the problem solving process and factors that can contribute to a highly effective team.

Steps of an effective problem-solving process

When working on a team there may be challenges. Using a problem solving process can help resolve those issues.

1. Identify the issues.

2. Understand everyone's interests.

3. List the possible solutions (options).

4. Evaluate the options.

5. Select an option or options.

6. Document and share the agreement(s) with the team.

7. Monitor and evaluate progress.

Important Teamwork skills

Consider the problem solving process. The skills listed below are important to the problem solving process.

Select the skill(s) you feel you would like to practice by putting a check in the box to the left of the skill. (If using this along with e-module, select the skill name for a fuller description.)

☐ **Communication**
- Communicate openly with others; share your thoughts and ideas.
- Listen to and consider what others share with you.
- Focus on the conversation and minimize distractions.
- Respect others' personal or physical space - don't get too close.
- Work together towards timelines to complete shared projects on time.

☐ **Listening**
- Listen to the ideas and concerns of your peers in order to be an effective team member.
- Ask questions for clarification, and demonstrate concern.
- Use nonverbal cues.

☐ **Conflict Management**
- Negotiate with others to settle disputes.
- Check to make sure everyone is happy with the team's choices.
- Mediate problems between team members.

☐ **Organizational**
- Agree on and set team goals based on outcomes and results.
- Set a clear plan about how to achieve the objectives, as a group, and individually.
- Focused clear directions give the team something to aim for collectively.

Important Teamwork qualities

In addition to skills, teamwork qualities are important. When you practice the following, you are contributing to your team's success. Read each description and decide if this is a quality you would like to further develop.

Respect differences & diversity

Respect for co-worker and their ideas results in good communication.

Simple actions make your co-worker feel appreciated:
- use a person's name;

- make eye contact;
- actively listening.

Openness to diversity encourages group's creativity and opens the door to some amazing ideas. Diversity includes:
- different personality and communication styles;
- age differences;
- cultures;
- degrees of experience and knowledge.

This is a quality I would like to further develop: Yes   No

Be dependable

Be dependable. Read the description and decide if this is a quality you would like to further develop.

You want to be a reliable team member so that your coworkers can trust you.

Make sure you stick to deadlines and complete any tasks you are assigned.

This will help you gain your colleagues' trust.

This is a quality I would like to further develop: Yes   No

Contribute your fair share

Contribute your fair share. Read the description and decide if this is a quality you would like to further develop.

Each member of the team contributes their fair share of the workload and fully understands what their responsibilities are.

You'll feel a sense of belonging to the team.

You are committed to your work and really care about the success of the company.

This is a quality I would like to further develop: Yes   No

Be positive and have fun

Be positive and have fun. Read the description and decide if this is a quality you would like to further develop.

Teams who work well together enjoy each other's company and might occasionally socialize outside of work and have some fun.

Building a positive relationship with your colleagues can make for a much more relaxed environment and reduce conflict.

This is a quality I would like to further develop: Yes   No

Teamwork skills and qualities you selected

Below is the list of key problem solving skills, some you have selected to practice or further develop.

Communication

Listening

Conflict Management

Organizational

Teamwork qualities are equally important. You have selected the following to further develop.

Respect differences and diversity

Be dependable

Contribute your fair share

Be positive and have fun

Reflection – Teamwork skills

Reflect on specific areas you wish to practice. What do you hope to achieve? In addition to checking out the Resources list for this module, be sure to follow up with your career coach for support with strengthening your teamwork skills.

Aggressive vs Assertive Communication

You make positive contributions to your workplace by valuing what you think and through sharing your ideas and talents respectfully and honestly. This represents assertive communication. Below is a description of what assertive communication is and what it is not.[i]

What it is:
- Clear messaging.
- Being able to express hopes, opinions and ideas in a way that is transparent and respectful.

What it is not:
- Being dominating.
- Controlling or self-serving.

By communicating assertively, you will earn respect from your co-workers.

Assertive vs Aggressive Communication

Now you will be presented with two similar scenarios.

The presenter has asked their co-worker for feedback about their presentation. You'll be asked to decide if the message is aggressive or assertive.

Communication – giving a co-worker feedback

Speaker: I think your sales pitch totally missed the mark. I would have spent less time talking …

Don't you know this by now? My approach always works for me and I always close the deal. Better luck next time

Is the feedback aggressive or assertive?　　　　Assertive　　　Aggressive

The feedback is an example of aggressive communication.

The main message delivered is: you're not good enough for this job. Overall the message is discouraging, insensitive and mean. Aggressive communication can be interpreted as harassment, which could land you in trouble if you're not swift to recognize it and apologize.

Communication – giving a co-worker feedback, next scene

Speaker: I really liked your sales pitch. Your audience will feel even more connected to what you're saying if you increase your eye contact. Personalizing your pitch makes it feel more authentic and convincing. You want to inspire the client and make them feel very special and important.

Is the feedback aggressive or assertive?　　　　Assertive　　　Aggressive

The feedback is an example of assertive communication.

The main message delivered is that you've given their request for feedback some honest thought in an effort to help them. You acknowledge your co-worker's presentation strengths while offering effective strategies to develop them further. The feedback is not about getting across your opinion or asserting an attitude that you're better than them.

(in e-module this is a pop up to show Tips for giving feedback:
Sandwich Method of Giving Feedback
Involves discussing corrective feedback that is "sandwiched" between two layers of praise.
- Start off with positive feedback (authentic praise of something the person did recently).
- Provide your constructive criticism.
- End on a positive note.)

Choose your words with care!

In the two feedback examples you could see how your choice of words really does matter. It's important to use words, vocabulary and examples that are understandable, appropriate and relevant.

In your opinion, what impact does assertive communication have on a workteam? Type your response in the box below.

How does your assertive communication impact the way others view you?

Feedback tips available anytime from the Resources tab, located upper left under module title. (Transcript note: This feedback resource is located at the end of this document.)

Summary – Assertive communication

Effect assertive communication takes practice and is a developed skill. Before having a difficult conversation with someone, plan out what you're going to say. When possible, practice with a friend or trusted co-worker. Keep your career coach in mind to discuss any workplace challenges or concerns.

Teamwork challenges

There are challenges with working in a team in every workplace. Challenges can actually work to strengthen a team's success when dealt with properly and respectfully.

Think back to challenges you encountered when working on a class group project or in a part-time or summer job. Think about how you resolved those challenges. Working effectively in a team requires a number of skills including people, problem solving and self-management skills.

In this section we'll take a look at those skills and how they can be applied to challenges faced by teams.

The following situation will help get you thinking about challenges you might face in the workplace.

Morning Project Update Meeting

Scene set up:
A newly formed project team is meeting. The team is made up of people who have worked together in the past and some new people from other departments. This is the fourth meeting this group has had since the project was assigned. Let's take a look at how the meeting is going.

Project Review:
At the beginning, various details about the project are recorded on the flipchart. It becomes apparent to some team members that some key parts of the project have not been completed as promised.

Project Discussion:
During the discussion some team members take a lot of time describing their contribution. Too many details are presented that are not appropriate in this type of meeting.

Further Discussion:
Meanwhile, other members offer nothing, even though they are responsible for key parts that are incomplete. One member indicates that they will not be able to deliver their part without some assistance.

Final scene:
One team member continually ignores comments or suggestions about how to move the project forward. That same team member now is offering a suggestion which they had already dismissed when another team member offered it.

What are the challenges facing this team?

Review the list of challenges and select all those that apply to this team. A recap of team meeting is presented to the left in the Module content & Transcript panel.

☐Not respecting agenda or meeting time, by speaking off topic or too long.

☐Not everyone is working toward the common goal.

☐Deadlines are being ignored.

☐Some team members appear to have their own agenda.

☐Not everyone is contributing their fair share.

☐Valid ideas and suggestions are not fairly considered.

☐Project goals are not clear.

Your results

You selected (e-module calculated results) out of 5 challenges this team faces.

Transcript instructions: compare your choices to the correct answers below.

> Not respecting agenda or meeting time, by speaking off topic or too long – **Correct**.
>
> Not everyone is working toward the common goal – **Correct**.
>
> Deadlines are being ignored.
>
> Some team members appear to have their own agenda – **Correct**.
>
> Not everyone is contributing their fair share – **Correct**.
>
> Valid ideas and suggestions are not fairly considered – **Correct**.
>
> Project goals are not clear.

Summary – teamwork challenges

Teamwork takes practice and patience.

The ability to identify challenges facing a team is an important skill. Think about how this ability fits with developing good problem solving and assertive communication skills.

Summary

Final thoughts about teamwork

Remember that teamwork takes practice, patience and persistence. Good intentions are not enough. Refer back to this module as you begin to apply some of the strategies you learned. Your actions will make a positive difference at work if you approach them with thought and care.

Interested in reading more about teamwork?

Download the annotated bibliography for this module. (Transcript: included at the end of this document)

Your key points to remember

Your comment about how the knowledge of communication styles can impact your effectiveness on a team.

This is how you described how assertiveness can impact a team.

You described how your assertive communication impacts how other view you.

You have now completed the Working in Teams module.

If you are interested, check out the other modules available in this Experiential Learning series.

- ✓ Working in Teams
- • Working Effectively with your Supervisor
- • Disability and the Workplace
- • Networking in the Workplace
- • Diversity and Inclusion

Resources for Working in Teams module

Need more information and ideas about working in teams? The following are resources the Career Centre looked at to support the information presented in this module.

4 Communication Styles — And How They Play Out In The Workplace
Kristina Udice,
Highlights workplace communication, understanding different communication styles
https://fairygodboss.com/career-topics/communication-styles

8 Assertive Communication Tips
Wendy Loewen, ACHIEVE Centre for Leadership & Workplace Performance,
Highlights: Eight tips to build your assertiveness
https://ca.achievecentre.com/blog/8-assertive-communication-tips/

Conflict Resolution & Respectful Workplace
ACHIEVE Centre for Leadership & Workplace Performance,
Highlights: Guidelines For Dealing With Workplace Conflict Infographic
https://ca.achievecentre.com/wp-content/uploads/2017/10/Conflict-Resolution-Respectful-Workplace-Guidelines.pdf

How to Get Along With Your Coworkers
By Dawn Rosenberg McKay,
Highlights: 7 ways to get along better with your coworkers, action you can take to create a good workplace impression
https://www.thebalancecareers.com/get-along-better-with-coworkers-525457

Teamwork Skills List and Examples
Alison Doyle,
Highlights: 5 top teamwork skills.
https://www.thebalancecareers.com/list-of-teamwork-skills-2063773

The importance of teams
Highlights: benefits of working in teams, includes working in non-profits.
https://knowhownonprofit.org/your-team/people-management-skills/teams/about-teams-and-types-of-team/importance

Top 7 Qualities of a Successful Team
Sophie Deering,
Highlights: Qualities of a successful team
https://theundercoverrecruiter.com/qualities-successful-work-team/

Delivering feedback

Sandwich Method of Giving Feedback
Involves discussing corrective feedback that is "sandwiched" between two layers of praise.

- ✓ Start off with positive feedback (authentic praise of something the person did recently).
- ✓ Provide your constructive criticism.
- ✓ End on a positive note.

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[i] Source: ca.achievecentre.com/blog/8-assertive-communication-tips