

THE EXTRA POINT

BY JERRY ROBERTS



1702 The Wonderful World of Teamwork — Part 2

Yesterday, we began talking about the very interesting topic of teamwork. We used the upcoming Super Bowl as a key example of how organizations which truly work together on multiple levels can have great success. I mean, when you've got it, you have truly entered rare territory. I'm Jerry Roberts, and my question today is, how do you know when you've got it? I'll give you clues, next on the Extra Point.

Before the break I asked an important question. How do you know when you've got teamwork? Are there clues?

Don't worry about writing it down. All you have to do is go to guamtraining.com, look for the "XP" on the top menu bar, click that and download transcript #1702.

The answer to the question is yes, there are definite clues. The following is not meant to be an all-inclusive list, but it gets to some key factors you'll want to look for. As well, they are in no particular order. Here we go.

1. Employees take pride in their work. They don't ignore small details. It's almost as if it becomes personal for them. It's not easy to describe, but you know it when you see it.
 2. Arriving early or staying late. Employees frequently show up early to prepare for the day or stay late to help each others finish tasks. The manager often doesn't have to ask. They do it because they see the need.
- Some people can't do this because of family responsibilities, but many can and do.
3. Offering assistance. This is in line with the first one. Team members ask coworkers if they need help when they notice that someone is struggling with their workload.
 4. Covering shifts. When you have teamwork, employees announce to the group if they can't come to work. Others then volunteer to cover shifts or take on additional responsibilities to

pick up the slack. Again, the manager isn't involved, as workers figure it out.

5. Mentoring new employees. Experienced team members spend extra time onboarding and mentoring new hires, helping them get used to the team culture.

When teamwork is really strong, you have what I term an open learning environment. If you know something I don't, you feel comfortable in asking me if I'd like to pick up a new skill.

In turn, if I want to strengthen myself in a specific area, I feel comfortable to ask. Nobody is nervous in having these conversations. It's all about sharing skills and knowledge.

6. Meetings and discussions are lively, with the majority of attendees contributing. This shows that people are dialed in.
7. Speaking in terms of success. Positives outweigh the negatives, "can't" is replaced with "can", and problems always seem to give way to solutions.
8. Spending time with each other off the job. When people like each other and work well as a team, they often get together on their time off.

This can be some kind of sports activity, or when families come together to celebrate a birthday or other special event. This is a key indicator that shows how people feel about their coworkers on a personal level.

9. Volunteering together. This is a bonus idea, and one that I feel is powerful when a team makes this decision. Members participate in community service or charity events as a group, strengthening their bonds through shared experiences, while helping others.

As I said at the outset, this list isn't every possible way to identify when you have a high level of teamwork.
(Con't.)

However, if you're scoring points in many of these areas, it's a good bet that you've built a team that knows how to win.

I hope it's happening where you work.

If not yet, download this transcript and reach out on our website. I'll be happy to help.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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