

WORKING IN TEAMS

Teamwork is working with others to achieve the same goal or outcome. A netball team works together to win a game – each player has a different position and on their own couldn't win

the game. The idea is that working together with different people who have different strengths helps to achieve more. Other examples of teams are families and friendship groups.



AIMS AND OBJECTIVES

This module will help you to understand:

- the importance of teamwork
- why your employer thinks teamwork skills are useful
- **personality types** and how people work in teams
- the skills needed for a team to be successful
- how to deal with difficult people

Why is teamwork important for you and your employer?

At work you will be part of a wider team with the people on your shift, other co-workers, your boss or the wider company. The boss can't do everything so they have to hire people to help get the work done. When the boss hires someone new for their team, they are looking for people that can get on well with others, both one-to-one and in a group. They will also want to make sure you get on with their current team.

REMEMBER:



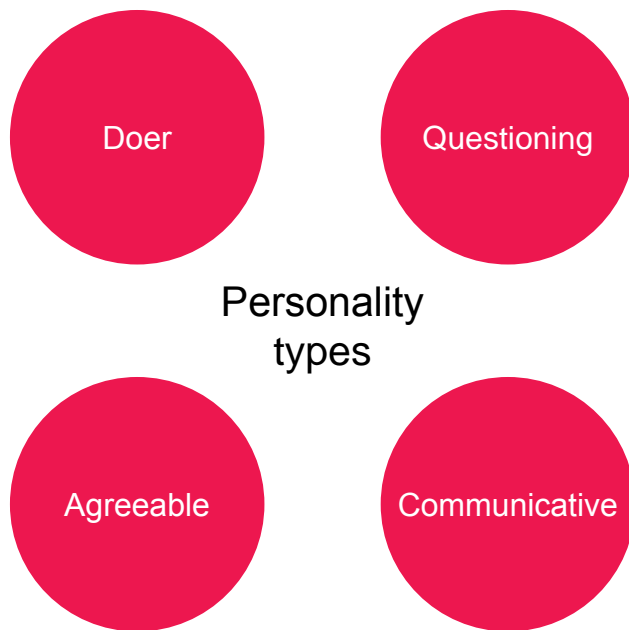
We can't all be good at everything. Think about what skills you might use to help a team in your industry.



How teams work

Just like sports teams have players that are better in certain positions, teams at work will have people who are better at some things than others. It is the differences between people that build better teams and achieve more.

We all take different roles according to what we are best at: sometimes we are good with people; sometimes we are good at just getting things done.



People usually fit into four personality types; **doer**, **questioning**, **agreeable** and **communicative**. Look at the diagram below to see which personality type most closely matches your personality.

If you are a **doer**, you make decisions, are enthusiastic and prefer to be in control. You like quick action and speak confidently.

If you are a **questioning** personality type you like lots of detailed facts and like to look through all the information before coming to a decision.

If you have a **communicative** personality you are enthusiastic, confident and can be persuasive if you want to be. You generally prefer talking about things face-to-face.

If you have an **agreeable** personality type you are a people person. You are sensitive to other people's feelings and are patient.

Sometimes people have a combination of these personality types but may have one that describes them better. It is good to understand what personality type someone is as you can then work out how to communicate and get on with them in a team.

What makes a good team?

The skills below are the ones that a team needs to achieve its goals.

Goal/target focussed

- A good team is clear about what result they are working towards, when they need to achieve that result, and what each team member needs to do to achieve the result

Respectful

- Respecting others and accepting people with different views and backgrounds is very important in keeping a happy team
- Everyone should feel valued and part of the team
- Part of respect is cooperation and getting along with each other; you don't have to like everyone you work with but getting along with them will make a better team

Trusting

- You have to be able to trust the other people in your team to do what they say they will
- You have to show that you are trustworthy and reliable
- Trust is built on honesty and being honest with your team is important to ensure that they keep their trust in you

Committed

- Committing to your team means that you will work hard for the team's goals and this will sometimes mean that you have to put some personal ambitions to one side
- Committing to the team will mean that you might have to be flexible
- You might have to do somebody else's work if they are ill
- You might have to cancel plans to get the job done

Communicative

- Open, two-way communication is helpful in making a team stronger and work better together. Review the [Communication module](#) at the beginning of the workbook for more information

REMEMBER:



Sometimes you will have to do jobs that you don't want to do for the team. This is a great way to show that you are a team player and will put the team's needs first.

It is also important to manage your feelings because things that happen outside of work can affect how you feel and behave at work. Managing your feelings means that you:

- understand how your feelings can affect your behaviour (sometimes our reactions can make a situation worse, especially if we get angry or upset)
- deal with difficult situations in your daily life
- don't let day-to-day problems affect all areas of your life

ACTIVITY 16: BEING A GOOD TEAM PLAYER

What skills do you have that help you to be a good team player?

Think about the skills that you have just read about and describe how you have shown these skills in the past:



- Are you good at getting people involved and making them feel part of a group?
- Are you the organiser of your friendship group?

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REMEMBER:

Examples don't just have to come from work.

