

TEAMWORK

4 keys to build a wonderful teamwork experience

Nowadays few dare to say that he or she is not a team player. However, deep in our heart, do we really understand what teamwork means? Do we know how to create a wonderful teamwork experience? Or we just assume we are good team players because we have to. Or the companies expect us to, or it is in the job description?

Based on my own team work experience and books related to team work, I separate 2 varieties of team work. One is teamwork for project. People with different backgrounds and job titles group together to get a specific job done. The second variety is teamwork in a department between people with similar skills-set and job titles who have to collaborate to operate some function.



Only a good team can create a customer experience

A very good experience of the customer when having contact with our company is now very popular. We can only give the customer a wonderful experience when we as a team operate in harmony. So realizing a customer experience is working at the performance and experiences in a team. Happy and engaged workers can create a good client experience.

Basic rules for a project

When we want a good teamwork experience

1. Align all members to a common goal.
2. Have all different skills complement each other.
3. All express their own expertise so all know each other.
4. Develop mutual trust

Common goal

Obviously, without a common goal, we won't build the project team. However, having a written common goal and a project leader who brings everyone on board does not mean the members are committed. Buy in for every team

member is very important to create a shared understanding about what the team wants to achieve. If there is no buy-in, there is no teamwork. Without a common goal the team is sandy. When we enter a team we have different personal goals. No problem when they are aligned to the common goal and do not contradict, it strengthens the commitment to the common goal. When team members have similar values and backgrounds it is more easy to build trustful relations.

Different skills complement each other



If you've seen Ocean's 11 & 12, Charlie's Angels or TV series such as Scorpion, you understand the important contribution of all different skills in teamwork. In Scorpion, for one, a group of super gifted individuals gather to solve the most difficult problems that the US & the World may encounter. The group leader, Walter O'Brien the genius with IQ 197, together with other

members like Happy Quinn, expert in any machine, can build or unpick with high accuracy and amazing speed, Toby Curtis, the master of human behavior, can read everyone and Sylvester Dodd, who is an expert in data analysis. Beside those genius, there is one special person in the group, Paige a waitress. Paige is a normal person, who mediates to the outside world and smoothes down the internal relationships. Paige make the team operate efficiency and effective. Each member contributes out of their unique competence and together they are able to build a solid team. They saved the world and while enjoying a wonderful team experience.

Being Good is not enough

To achieve such a wonderful teamwork experience team members must come to terms in many ways. Imagine a football team. At each position a world class but that is not enough, they cannot control the game all on their own. They have to pass the ball to get result. The player know each others strengths and limitations.

Mediate to Collaborate

Each team member has a different expertise in order to solve a complex



problem. Every team member must be aware of the unique strengths and these of the others. Imagine Paige does not understand her own meditating contribution and involves in any other's job or pushes everyone in all directions, it would be a disaster to all. However this does not imply we cannot give our thoughts to others. Differentiate between speak up and criticize. Being aware of everyone's advantages and their specific contribution does not imply you cannot give your own thoughts as an layman. There are lots of examples on television, in movies that a normal person, or children, inspire experts to get along and solve problems.

Trust

People we trust can inspire us. We are open to their words or suggestions, we trust they are for our good and not some dirty trap.

Without trust, there is no teamwork at all. All can share a common goal but when one is more aligned to their own secret goal the team does not cooperate. With trust each and all is transparent. I use one scenario out of the movie Imitation Game as an example. When the project leader loses all confidence in Alan and fires him all group members gather to fight for Alan risking to be fired too. Co-working with Alan is actually very difficult. He is not

a team player. At the beginning they all hated him. What made them stand out and fight for Alan? Alan is good in his job, but that is not the reason why they raise their voices. Although they don't like Alan, they are convinced that what he does is for the good of their common goal. Without this trust, the story would end in a different way. That's the power of trust and that's the power of team.

I agree to the conclusion that team members don't have to like each other to become a successful team. Respecting and valuing each others contribution will impact team experience and is even more important then liking each other.

Even Gong
October 2015