



Middle East Region  
Staff College

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# Teams

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# Teams

## Objectives:

Using life skills and common sense we want to discuss teams in general. What are they? How do they work? Why are they needed? What is required of me? How do we ensure a successful team. The desire is to have a more united group as a result of this conversation and provide a perfect atmosphere for the students. The environment our students experience will be the result of how successful a team we, the staff, has.

## Why We Need Teams

To succeed in today's environment, the knowledge, skills experience, and perspectives of a wide range of people must be brought together. Only then can an organization (CAP) hope to solve many-faceted problems, make good decisions, and deliver solutions to members. Thus the growing need for teams. Teams create environments in which participants can keep up with needed changes, learn more about the business, and gain skills in collaboration. **Teams outperform individuals when:**

- \* The task is complex
- \* Creativity is needed
- \* The path forward is unclear
- \* More efficient use of resources is required
- \* Fast learning is necessary
- \* High commitment is desirable
- \* The implementation of a plan requires the cooperation of others
- \* The task or process is cross-functional

Does anyone feel that one person could successfully put on a Regional Staff College? At Regional Staff College (RSC) we need a strong and united team in order to present an ideal learning environment for the students. This in-turn allows all facets of the school functions to present itself as all planned and executed according to design. With such an atmosphere the students are the beneficiaries of all the school can offer.

## What are They

Webster's definition of a **'team'** - a group of people working together in a coordinated effort. To harness or yoke together in a team. To join in cooperative activity. **Teamwork** is defined as: joint action by a group of people, in which individual interests are subordinated to group unity and efficiency; coordinated effort. So a team is only a team if teamwork is present. The key word is **unity**, and unity is only possible if the group or team is of the same mind-set.

## Required for a team to work well

- \* Team must have clearly defined purposes and goals
- \* Teams need clearly defined parameters within which to work
- \* Teams Need to be able to communicate
- \* Teams need to have people with the necessary knowledge and skill to accomplish their tasks

## *Exercise - The balloon team*

## Team building requires interaction

**Team spirit, and unity can be greatly increased by a significant emotional event.**

**Communication (effective speaking, effective listening) is key to moving forward.**

**Define the problem, create a problem statement**

**All on the team must have the same focus**

**Probability for a higher achieving team if group has high levels of desire, and passion.**

### **Indicators of Potential Trouble**

- \* Poor speaking skills (mumbling, rambling, speaking too softly, little eye contact)
- \* Members are unable to say what they really feel; cautiousness; lots of tentative, conditional statements (“Do you think, maybe, that sometimes it might be that...”)
- \* Everyone senses there is more going on than meets the eye; people’s words do not match their tone of voice or mannerisms.
- \* Opinions expressed as facts or phrased as questions
- \* “Plops” : statement that receive no acknowledgment or response.
- \* Bullying statements (“What you don’t understand is...”)
- \* Discounts (“That’s not important. What’s worse is....”)

### **Beneficial Team Behaviors**

- \* Initiate discussions
- \* Seek information and opinions
- \* Suggest procedures for reaching a goal
- \* Clarify or elaborate on ideas
- \* Summarize
- \* Test for agreement
- \* Act as gatekeepers: direct conversational traffic, avoid simultaneous conversations, manage participation, make room for reserved talkers
- \* Keep the discussion from digressing
- \* Be creative in resolving differences
- \* Try to ease tension in the group and work through difficult matters
- \* Express the groups’ feeling and ask others to check that impression
- \* Get the group to agree on standards (“Do we all agree to discuss this for 15 minutes and no more?”)
- \* Refer to documentation and data
- \* Praise and correct others with equal fairness; accept both praise and complaints

### **Scientific Method**

- State the problem, or situation
- Study the problem, collect data, facts, and information
- Suggest solutions
- Implement solutions
- Observe the outcome, collect data, facts, and information
- Analyze the data
- Redefine the problem, or situation

### **What is Required for a Successful Team?**

All of the components noted above are the core to a team. If we have the proper direction, communication, skills, time, and desire we will have a successful team. If we add *‘passion’*, we will have an unbeatable team. Your interactions (private and public) with your fellow teammates will

determine your determination to be part of a serious effort yielding a strong and united group. The more united the group the more fun, the more fun the experience the greater the environment for the School. You! The individual will determine the success of the team!

**Not covered in this session is the following:**

- Coaching
- Sponsor
- Team Leader
- Tools For Looking at Data
  - Scatter Plots
  - Cause and Effect Diagram
  - Frequency Plot
  - Histogram
  - Control Charts
  - Time Plots
  - Pareto Charts
- Facilitation
- Effective Team Meetings
- Discussion Techniques
  - Brainstorming
  - Multivoting
  - Nominal Group Technique
  - Consensus
- Storyboard
- Planning
- Pre-work
- Setting Goals
- Stages of Teams
- Dealing with Conflict
- Groupthink
- Problems within Teams
  - Floundering
  - Overbearing Participants
  - Dominating Participants
  - Reluctant Participants
  - Unquestioned acceptance of opinions as facts
  - Rush to accomplishment
  - Attribution
  - Discounts and “Plops”
  - Wanderlust: Digression and Tangents
  - Feuding team members