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# TTI TriMetrix<sup>®</sup> HD

# Teamwork

*A session from*  
*Rx Online*

A large, stylized 3D logo consisting of the letters 'R' and 'x' in a dark blue color. The letters have a slight shadow and a gradient, giving them a three-dimensional appearance.

## Teamwork

***Working effectively and productively with others.***

### Why is this skill important?

Teamwork is a method that aligns employee mindsets in a cooperative and usually selfless manner towards a specific business purpose. Today there is no business or organization that doesn't talk about the need for and value of teamwork in the workplace. Some things cannot be accomplished by people working individually. Larger, more ambitious goals usually require that people work together with others. Because of this, teamwork is a desired goal of many businesses and organizations today.

People who have well developed Teamwork skills easily form relationships with mutual respect among diverse types of people. They understand the strengths and weaknesses of others and place a high priority on the success of their department and/or organization. People with strong skills in Teamwork support team decisions and share responsibility with team members for successes and failures.

In contrast, people who have poorly developed Teamwork skills have their own opinions and independent methods of doing things. They have a hard time setting aside their personal aspirations to work in a coordinated effort with other members of a group or team to strive for a common goal.

### What skills are associated with Teamwork?

Someone who has mastered skills associated with Teamwork:

- Respects team members and their individual perspectives.
- Makes team mission and objectives a priority.
- Works toward consensus when team decisions are required.
- Meets agreed-upon deadlines for team assignments and commitments.
- Shares responsibility with team members for successes and failures.
- Keeps team members informed regarding projects.
- Supports team decisions.
- Recognizes and appreciates the contributions of team members.
- Behaves in a manner consistent with team values and mission.
- Provides constructive feedback to the team and its members.
- Responds positively to feedback from team members.
- Raises and/or confronts issues limiting team effectiveness.

## How do you develop your own skills in Teamwork?

- Show respect for all other people and display sincere interest in them as individuals.
- Work on improving or enhancing your communication skills.
- Give positive feedback as often as possible.
- If you have a difficult relationship with someone, work to improve it through self-awareness and respect for differences.
- Be enthusiastic about your ideas but don't be overbearing or domineering when you express them. Try not to interrupt other people and listen to their ideas carefully before you disagree.
- Discuss your ideas with your teammates until you agree.
- Be willing to step back from a disagreement and cooperate.
- Teach yourself not to be defensive. Think of negative feedback as opportunities for improvement, not personal affronts.
- Be tolerant of others. Recognize that others' viewpoints are as important to them as yours are to you!
- Never use humor at someone else's expense.
- Treat employees and peers fairly. If you are making assignments, make sure the work load is evenly spread across the group.
- Ask questions, interact and discuss the objectives of the team.
- Encourage others to exchange, defend and then ultimately rethink their ideas.
- Share with the team to create an environment of teamwork.
- Help your co-workers and make every effort to participate in the team.
- Use what you know about people to help them develop. As often as you can, take advantage of people's unique skills and interests; assign people to projects that use their expertise or help them develop new skills; ask for assistance from individuals with subject matter expertise you don't possess.

## Teamwork

### Activities

#### Activity 1: Improving Interpersonal Skills

Create a list of people with whom you work regularly. Fill in the chart below, evaluating your relationship with each person (on a scale from 1-5 in which 1 is the best and 5 is the worst) and setting goals toward improving your relationships with these individuals.

Person's Name	Quality of Relationship (1-5)	Problems/Areas of Improvement	Due Date

#### Activity 2: Self Observation

Ask someone you trust to help you identify times when you come across as overbearing, domineering or intolerant of others. Keep a log of your behavior over the next month or so. Then, try to answer the following questions as you look at your notes:

- Are there patterns to your actions? What are they?
- Do you interrupt often in meetings or conversations? Do you interrupt certain people more often than others?
- Are you particularly sensitive or domineering on certain topics or with certain people?
- How does your behavior make those people feel and/or react?
- Have you hurt someone by dismissing their opinions or ideas or by making jokes at their expense?

### Activity 3: Learning From Other People

On the lines below, write the names of four people with a different background or experience from your own. Make sure you contact each one of those people and make an appointment to begin learning about their experiences. This activity works best if you choose each individual for a different reason, for example, choose one who is a different race, one who has a different organizational position, one who is a different gender and one who has a different cultural heritage.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

List an organization and a specific community activity in which you can participate that involves individuals or cultures different from your own. Seek out those organizations and activities, and make a specific plan to attend a meeting or support the effort.

**Organization** \_\_\_\_\_

**Activity** \_\_\_\_\_

### Activity 4: Daily Affirmations

Make a daily affirmation list regarding trusting and empowering others. A couple examples are provided for you, but see if you can come up with at least five more. Once you have completed your list, keep a copy of it in your planner or posted somewhere in your office.

Examples:

“I will trust other people to do their jobs.”

“I will perform my job and only my job.”

My Affirmations:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_