

BUSINESS ADVICE

5 Reasons why Teams don't perform well in an Organisation - and what to do about it!

Corporate Advice



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How often have you heard the phrase 'there is no I in team?'

Often, I suspect and it supports research that indicates Organisations are more successful in achieving their goals through collaborative and cohesive teams, working at all levels within the Company.

Case Study – a team struggling to perform well

The Departmental Manager of 'Computer Dynamics,' an IT software supplier, has formed a project team to implement a new IT system into the company.

The Project is led by Jasmine, 38. She has 12 members on the team to help her assess and implement this new system. Deadline: 9 months.

Over time, the team members appear to be unclear about what their roles are, they are unsure about how they are tracking and some members get frustrated with each other.

Jasmine becomes increasingly disillusioned with the progress of her team and their apparent inability to work well together and complete the project effectively and efficiently.

Resentment grows, team members start to criticise each other and 'alliances' are formed.

Over the course of the Project, there is less unity and collaboration. Blaming each other becomes the norm and parts of the Strategy are not completed on time.

Ultimately the Project goes over

WHAT DO SUCCESSFUL TEAMS ACHIEVE?

- Research shows that Teams are critical in the Organisation achieving goals, remaining profitable and sustainable over time. Which is why the science of understanding successful team work and learning how to create high performing teams and sustain them is critical in every industry.

- Team working is associated with

improved financial performance and with improvements in Organisational efficiency and quality (*Applebaum & Blatt, 1994*).

- Teams working together well provide the flexibility needed to respond effectively, appropriately and quickly to the constantly changing demands in any Organisation's environment. (*Zaccaro, Rittman, &*

“ The overwhelming majority of successful innovations come not from individuals striving heroically on their own, but from team efforts orchestrated systematically by enterprises. (*European Journal of Work and Organisational Psychology, 2004, p 3*)



What went wrong?

- A lack of clear Vision and leaders' expectations
- Uncertainty about job roles
- Insufficient monitoring and evaluation as the project progressed
- Ineffective communication, support and encouragement at all levels

In her role, Jasmine may not fully understand how to create, and sustain, a highly performing team.

Her lack of knowledge and experience about effective team development and sustainability and how both tasks and relationships are key components of highly performing teams, may have compromised the effective workings of her team.

Creating Highly Performing Organisational Teams

Imagine this: You have teams at all levels of your Organisation that are highly competent, repeatedly and consistently deliver quality

continuously improve their performance.

Because of their 'can do' attitude, supported by positive and transformational leaders, your Organisation's profits soar and you attract more and more customers.

Would that be a great outcome for you and your Organisation?

- Focus on your Vision and make sure your people know what it is
- Be available to guide them and help them when they struggle
- Drop the arrogance! The best leaders are humble!
- Show an interest in your people and their welfare

Conclusion

Get your leadership right, get your vision right, ensure roles are clear and have a 'can-do' attitude all times as a leader.

The implementation of effective strategies by highly performing

Five reasons Teams fail to achieve high performance

- ✓ The Leaders' lack of Vision and optimism
- ✓ Unclear Job Roles – who does what?
- ✓ Unclear goals and strategies to help achieve the Team's Vision
- ✓ Inconsistent communication or communication break-down - silos, ongoing conflict, Ego's, turf wars, unresolved issues
- ✓ Not keeping up with changes - in legislation, buying trends and technology, for example

Caryn Walsh is an International Business Consultant, Executive Coach, Keynote Speaker. She is in Fiji four times a year.

Do you have a question about your team or business. Write to Caryn Walsh at info@puremagicbusiness.com.au. She will gladly answer it.

If there is any topic you want to her to explain in this monthly column, email us: rachnal@fijisun.com.fj