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 attendance
 20th May
 4.45 – 5.30pm

10 Habits of highly productive teams

Mary Kelly, Leadership and Productivity expert, shares the 10 habits you can establish to create accountable and sustainable teams that push themselves to the limits

By Shalini Shukla-Pandey

Do your teams work together as well as they should? Are your teams as strong as they could be with regards to maximising employee contribution and personal potential? Does workplace conflict sometimes get in the way of getting things done?

Confident and effective teams are critical to the success of any organisation. The best teams work through challenges and conflict to emerge stronger, while great teams use communication and problem-solving skills to develop and tap on co-workers' strengths and abilities.

"Most people are not getting enough helpful, honest and effective feedback from the people they work for," says Mary Kelly, leadership and productivity expert and international speaker.

For instance, most supervisors are poor at providing feedback. "Think about the last time you had a performance evaluation. Did the idea of this meeting with your supervisor increase your passion for your

job, or did you worry that you were in some kind of trouble?" Kelly asks.

"Most performance appraisals are conducted poorly, leaving both supervisors and employees feeling anxious and irritated," she explains.

**Master Your World:
 10 executive leadership strategies**

Leadership is creating a vision, as well as executing the corresponding strategy. Leadership is also why people, and companies, succeed or fail. "Some people believe leadership is limited to the people at the top, but real leadership happens at all levels in every organisation," says Kelly. "True leaders strategically plan and implement long-term programmes to ensure tactical growth."

Delegates to this session can look forward to finding the key to being happier at work (and at home) by applying the "Master Your World" techniques:

1 Generating a "one-team" concept for organisational loyalty and productivity.

Most supervisors and managers agree that there were times in their careers when they had not been able to build a team. The team just did not come together.

What is surprising is how quickly supervisors and managers rationalise why their groups do not perform as a team. Some common excuses include:

- Team members lacked commitment
- The long-term employees were more comfortable working independently
- Some people refused to change and work with others

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- Develop teams that love to work together
- Establish a cohesive vision
- Create systems for better productivity, based on fill-in-the-blanks templates

2 Forming a team of integrity.

Great team members have to believe that other team members can be trusted to do what they say, even when events are challenging.

3 Building commitment to the organisation and each other.

Almost every large organisation can share horror stories about how teams have orchestrated one type of team disaster or another. In many of these situations, team members did not understand “why” teams were being formed.

4 Creating trust. Highly effective teams have higher levels of interpersonal communication, accountability, and trust.

Aren't leaders supposed to be loyal to the people who work for them? Well, yes, however, when the executive team makes a decision, every member of the team needs to ensure they uphold the decision as though it was their own idea and turn the goal into a reality.

5 Holding each other accountable.

When the vision and goals for the team are clear, it becomes easier to know what actions team members should be taking and what results they should accomplish. When leaders do not hold team members accountable for producing desired results, the effectiveness of the team declines.

6 Honest and open communication.

Managing team communication and setting guidelines for efficient interactions at work is vital.

7 Team feedback and coaching.

Setting individual and team expectations and providing helpful and positive feedback is also an integral part of leadership. It does not matter whether you are on a sports team or on a team in the business environment; great teams accomplish their goals and tasks. It is your challenge as a supervisor or manager to build a winning team.

8 Resolving conflict right away.

When leaders do not effectively deal with conflict between team members, the conflict and hurt between team members becomes worse. When this happens, team members lose respect for the leader and teamwork deteriorates. If the situation continues long enough, eventually the best team members will leave.

9 Encouraging and teaching problem-solving.

Leaders should reward those that take responsibility and initiative.

10 Supporting team members.

This involves recognising and developing the skills of each team member.

“The session will be focused, fun, and fun,” says Kelly. “People should be able to learn and laugh at the same time.

“I am an economist, and I want to make sure people get amazing value for their time,” she adds.

Mary Kelly has an upcoming leadership book:

WHY LEADERS FAIL



BIO BRIEF

Mary Kelly, PhD, graduated from the US Naval Academy and served 25 years on active duty in the US Navy, operating shipyards, airfields, and bases, with specialisations in logistics and HR.

Having trained over 40,000 military and civilian personnel in multicultural environments around the world, she served 21 years as a commissioned officer and retired as a commander.

A business owner, economist, university professor, and CEO who specialises in improving profit growth, Kelly has lead multicultural teams, and loves working with organisations to improve leadership, effectiveness, and productivity.

Having earned a Certified Speaking Professional designation (the highest certification from the National Speakers Association), Kelly is a frequent television and radio commentator and has also authored many books including the award-winning *Master Your World: 10 Dog-Inspired Leadership Lessons to Improve Productivity, Profits and Communication*, *15 Ways to Grow Your Business in Every Economy*, and *360 Degrees of Leadership: Steering Around the Icebergs*.