

Setting your Team up for Success

When we're coaching team leaders, one of the things we encourage them to do is agree with team members how they'll work together. This forms the basis of an agreement between the team.

Below are some of the areas of focus and questions we'd encourage team leaders to use within that conversation.

Outcomes

- Gaining clarity and agreeing on how best to work together
- Getting to know each other better and improving your existing working relationship
- Knowing how to deal with disagreements and conflicts when they arise

Communication

How do you like to be communicated with?

What method of communication do you enjoy the most?

What would be the worst way I could communicate with you?

What do you need from me to feel connected to me and/or the wider organisation?

Making Decisions

How can I support your decision making?

What type of decisions do you like to be involved with?

What level of autonomy are you comfortable with when making decisions?

For the Team Leader:

What do you need from us to support your decision-making process?

What decision making authorities do you have?

What authorities do I/we have?

Dealing with Conflict

Conflict is healthy if it is respectful and based on trust.

What do you expect from me when we disagree?

What types of conflict do you find hard to deal with?

How will we manage conflict between us and what will we do to address the issue?

Sharing Information

To prevent micro-management or constant updates, define exactly what information you need from each other.

What information do you need from me? Frequency? Format? Quality?

The Working Environment

Understand how each other like to work.

What is the best environment for you?

What type of environment do you thrive in?

What type of environment gets in the way of you being able to do your best work?

Accountability / Responsibility

Ensure agreement on individual goals/objectives.

What are your core objectives for this year?

How do these connect/link with other team members?

Are you clear on your areas of responsibility and how your performance will be measured? What are these?

What do you need from me to ensure your success?