

वसुधैव कुटुम्बकम्
ONE EARTH • ONE FAMILY • ONE FUTURE

Effective Teamwork

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Session 4, Soft Skills Program, VMSBUTU, Dehradun, India, 3 May, 2023



Outline – Effective Teamwork

- Session 3 Feedback and Recap
- Quotes on Teamwork
- Team and Teamwork
- Goal Setting & Prioritizing
- Tips for Problem Solving
- Guidelines for Giving/Receiving Feedback
- Team Engagement Model
- Five Dysfunctions of a Team
- References
- Summary
- **Your Two Key Takeaways from the Session**

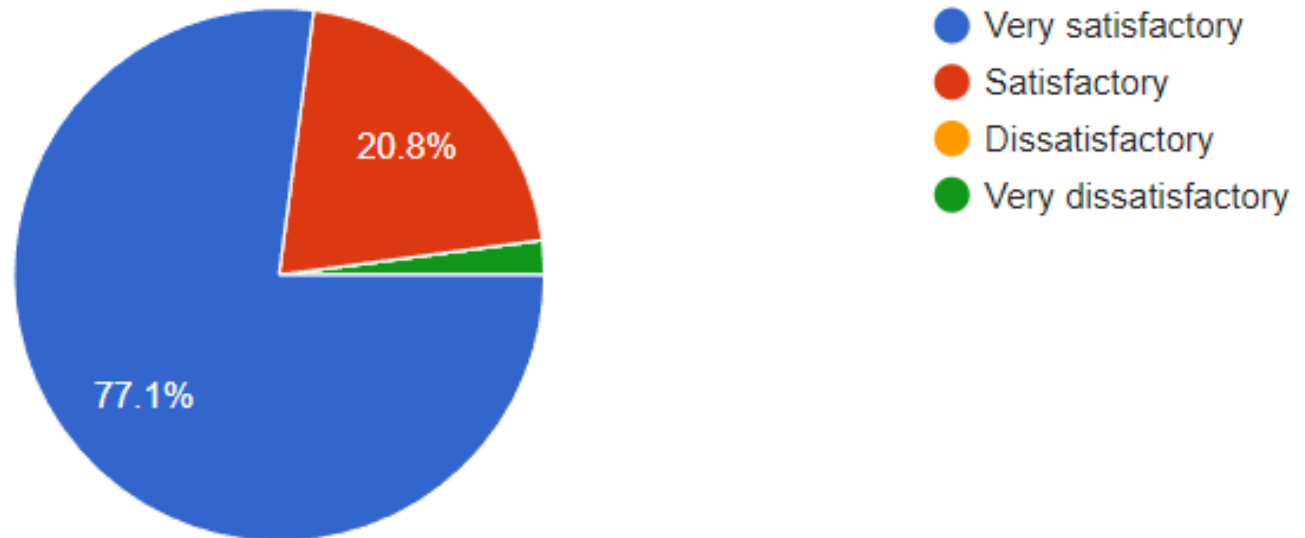


Session 3 - ETM Feedback

Q1. Overall Session Quality – 97.9%

Overall quality of the session

48 responses

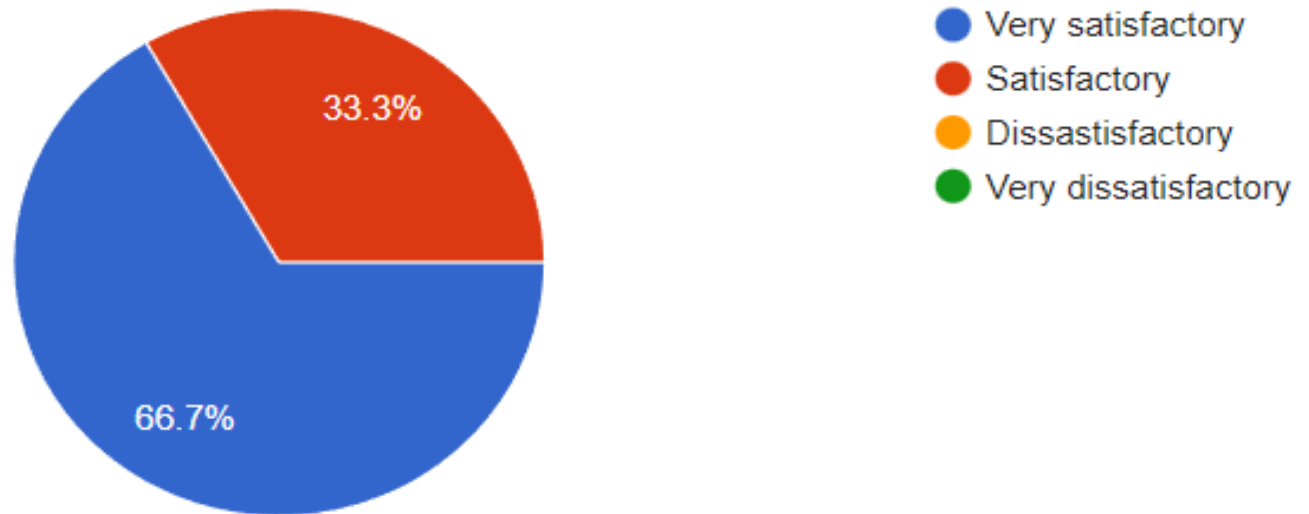


Session 3 – ETM Feedback

Q2. Learnt New Skills – 100.0%

Learnt new skills from this session

48 responses

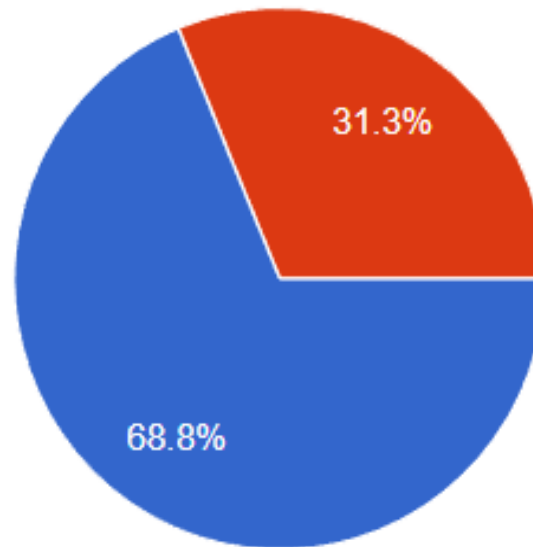


Session 3 – ETM Feedback

Q3. Applicability of Skills – 100.0%

Ability to apply new skills and knowledge in personal and professional life

48 responses



- Very satisfactory
- Satisfactory
- Dissastisfactory
- Very dissatisfactory

YouTube Recording of SSP Sessions

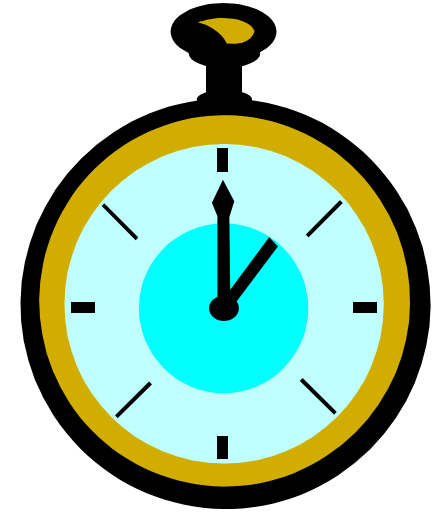
<https://www.youtube.com/live/U4Fu4nYJePk?feature=share> (S1)

<https://www.youtube.com/watch?v=RExVEDHCZ-o> (S2)

https://www.youtube.com/watch?v=Gp7V5_rBksg&t=1s (S3)

Time Management Summary

- **Set goals**
- **Prioritize**
- **Organize**
- **Learn when to say “NO”**
- **Use your waiting time**
- **Concentrate on the task at hand**
- **Consider your personal prime time**
- **Celebrate success**





Soft Skills Essentials for Everyone

Engineers work on projects and Managers oversee the projects. To effectively complete projects, one need proficiency in:

1. **Leadership Excellence**
2. **Effective Decision Making**
3. **Effective Time Management**
4. **Effective Teamwork (Problem Solving)**
5. **Effective Project Management (Risk Management)**
6. **Career Development Guidance (apply PM)**

20th Century Skills need: Reading, Writing, and Arithmetic

21st Century Skills need: Teamwork, Problem Solving, Project Mgmt.

Quotes on Teamwork

- **"Individual commitment to a group effort--that is what makes a team work, a company work, a society work, a civilization work."** --*Vince Lombardi*
- **"Talent wins games, but teamwork and intelligence wins championships."** --*Michael Jordan*
- **"Alone we can do so little, together we can do so much."** --*Helen Keller*
- **"None of us is as smart as all of us."** --*Ken Blanchard*
- **"Coming together is a beginning. Keeping together is progress. Working together is success."** --*Henry Ford*
- **"If everyone is moving forward together, then success takes care of itself."** --*Henry Ford*
- **"The strength of the team is each individual member. The strength of each member is the team."** --*Phil Jackson*

Reference: "15 Quotes to Inspire Teamwork," Dave Kerpen, Inc., February 12, 2014.

What is a Team?

A group of people **pooling their skills, talents, and knowledge**, with mutual support and resources to provide effective solutions for problems.





A team is
many hands & one mind.

Why Work in Teams?

- **Share** perspectives.
- **Learn** from each other.
- **Discover** more about yourself and others.
- **Learn** something new, support each other, experiment, and have fun.



8 STEPS TO BECOME MORE RESILIENT



1

Accept change

Find ways to become more comfortable with change.



2

Become a continuous learner

Learn new skills, gain new understanding and apply them in times of change.



3

Take charge

Take charge of your own career and your own development.



4

Find your sense of purpose

Helps you to assess setbacks within the framework of a broader perspective.



8

Skill shift

Reframe how you see your skills, talents and interests.



7

Reflect

Reflection fosters learning, new perspectives and self-awareness



6

Cultivate relationships

Develop and nurture a broad network of personal and professional relationships.



5

Pay attention to self-identity

Form your identity apart from your job.

Teamwork

- Together **Everyone Achieves More**
- ***Forming, Storming, Norming, Performing, and Disbanding***
- Leaders should create a **culture of cooperation**
- Set **clear goals and expectations** of team members
- **Resolve the conflict** to get the most out of team members



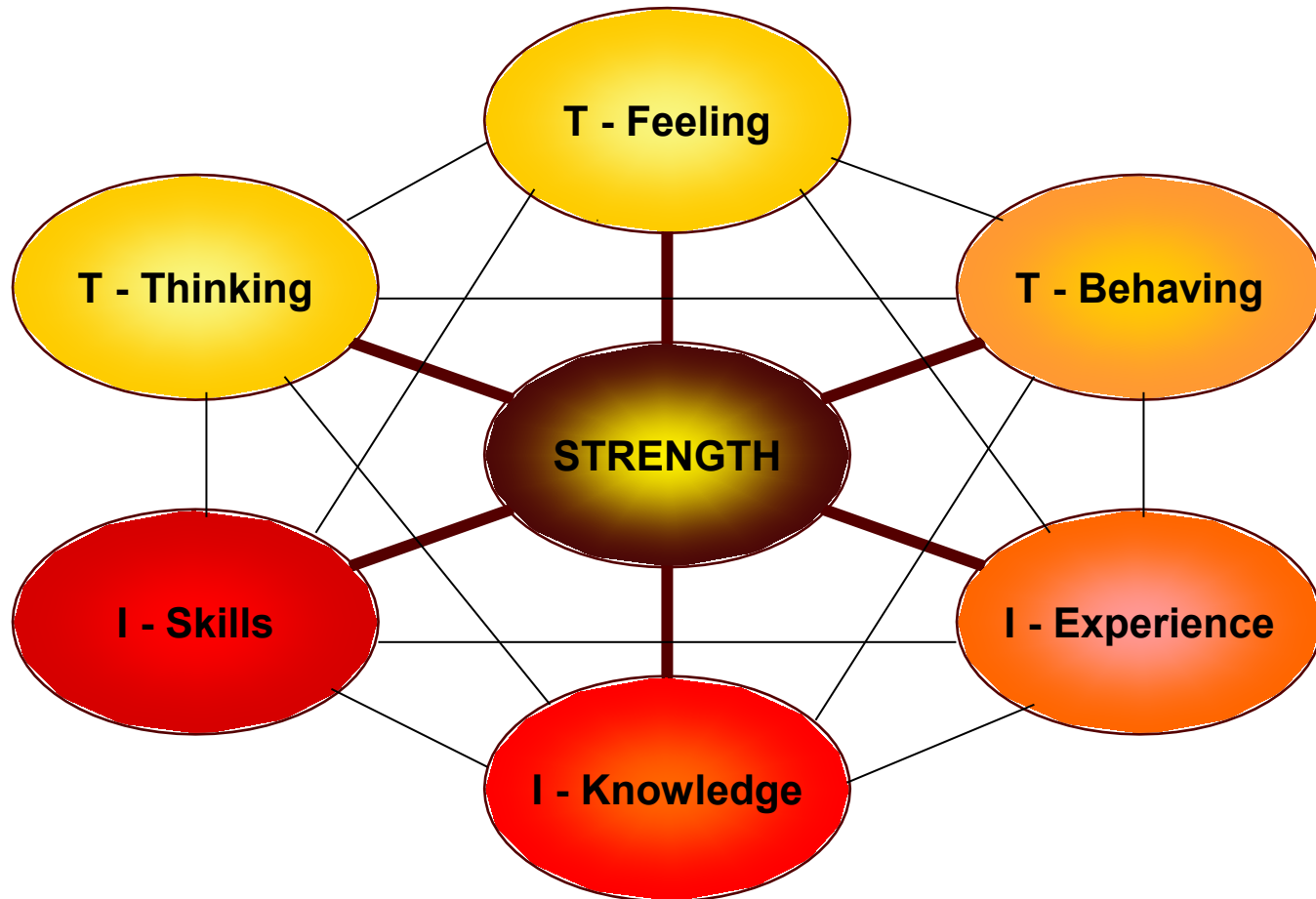


Five Stages of Group/Team Development (Bruce Tuckman, 1965)

- **Forming** – Team building, Task definition
- **Storming** – Conflicts (ego), Lack of cooperation
- **Norming** – Team ground rules, Cooperation
- **Performing** – Close connections, Focus on results
- **Disbanding** – Task closure, Future improvements

Strength = Talent X Investment

(Strengths Finder 2.0, Tom Rath, 2007)



Strength – The ability to **consistently** provide near-perfect performance

My Top 5 Strengths - From a list of 34

1. **Arranger** - as a conductor, I enjoy managing all of the variables
2. **Achiever** - drive that keeps me moving
3. **Learner** - energized by the steady and deliberate journey from ignorance to competence
4. **Maximizer** - excellence, not average, is my measure
5. **Relator** - attitude toward my relationships

Leverage your strengths while studying and in a career

“You Don’t Teach a Pig to Sing; It Annoys the Pig and Wastes Your Time” – Soar with Your Strengths, Gallup

Importance of Diversity in Teams

- **Creativity** - Different perspectives
- **Innovativeness** - 1.7 times more innovations
- **Efficiency** - Solve problems faster
- **Engagement** - Engage and retain
- **Reputation** - More positive light in the public



Team Project Member Roles

(5-6 members per team)

- **Project Leader (1)**
(Keeps the Project on Track, Overall Responsibility)
- **Project Communicator (1)**
(Communicates with the Project Sponsor)
- **Project Researcher (1-2)**
(Conducts necessary research for the topic)
- **Editor (2)**
(Edits Project Report/Slides with Team Members' Input)

People Skills

- Technical skills
- Soft skills
 - Shared vision
 - Behavioral skills

Skills for Team Leaders

- Conflict management and resolution
- Team management
- Leadership skills
- Decision making
- Communication
- Negotiation
- Cross-cultural training

Skills for Team Members

- Communication
- Meeting management
- Shared decision making

Ingredients for Successful Teams

- Clarity in team goals
- Improvement plan
- Clearly defined roles
- Clear communication
- Beneficial team behaviors
- Well-defined decision procedures
- Balanced participation
- Established ground rules
- Awareness of group process
- Use of scientific approach

Communication

Verbal

- Appropriate
- Clear
- Concise
- Effective
- Non-Verbal
- Practice

Written

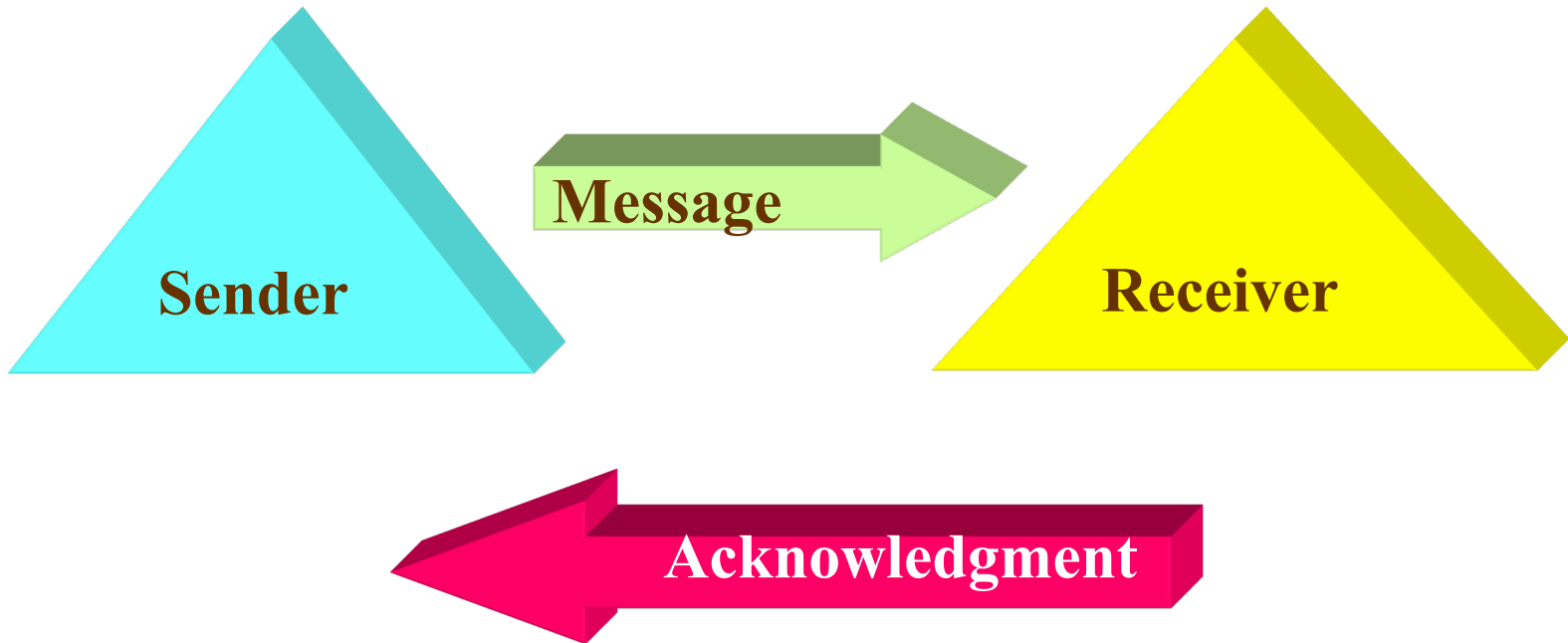
- Clear
- Concise
- Effective
- Impactful
- Meaningful
- Practice

Presentation

- Appropriate
- Clear
- Concise
- Coverage
- Effective
- Practice

No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

Two-Way Communication





Meeting Minutes Sample

Date:

Time:

Place:

Attendees:

Key Discussion (use bullets):

Key Decisions (use bullets):

Action Items (AI Table - AI #, Date opened, What, Who, When):



Meeting Evaluation Sample

1. Things worked well today (bullets):

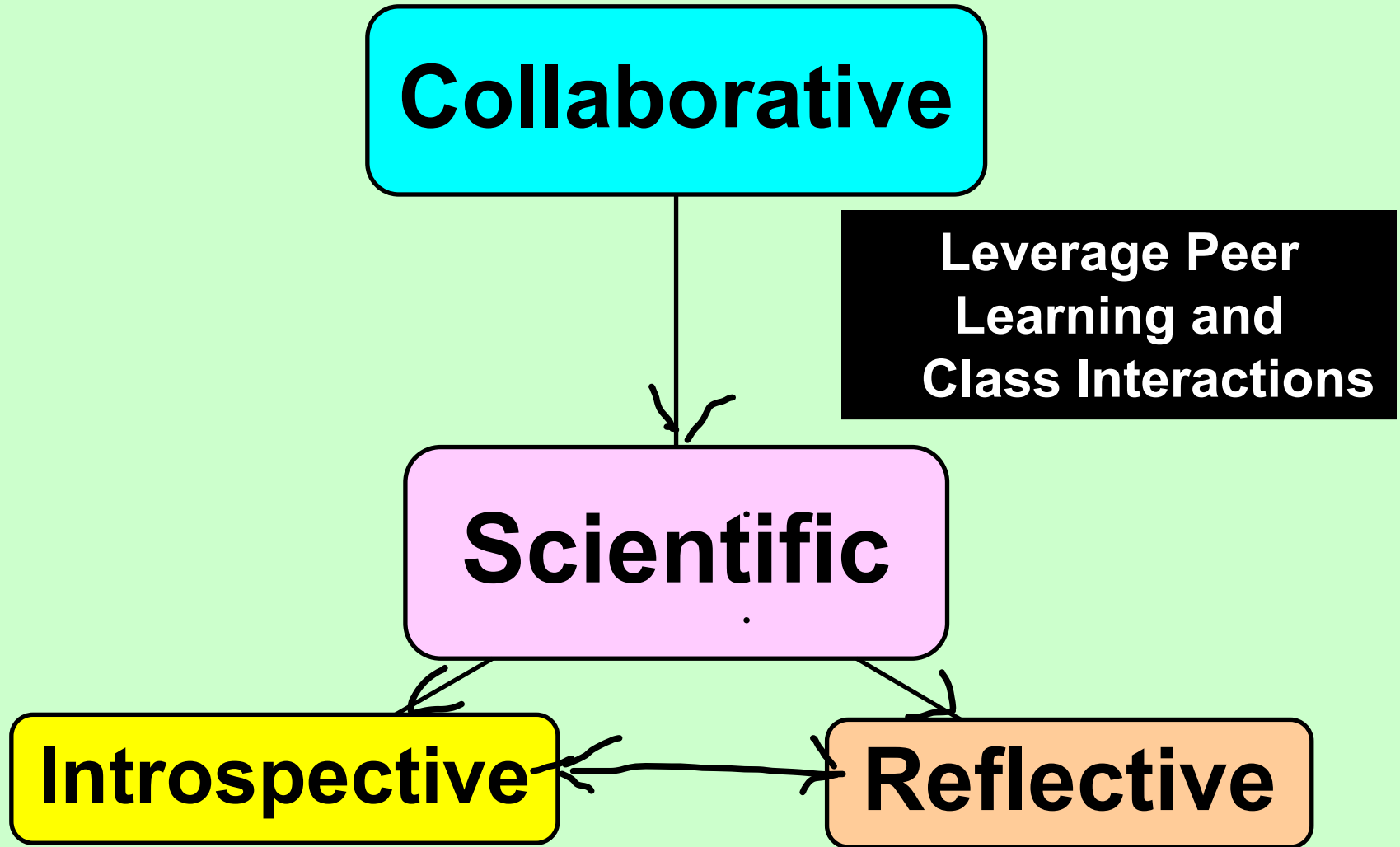
2. Things did not work well today (bullets):

3. Things need change for the subsequent meetings (bullets):

Name _____

Faculty Excellence Model (C S I R)

Dr. Manu K. Vora (2016-present)



Teaching - Learning Effectiveness (CEO)

Dr. Manu K. Vora (1993-present)

Collaborative

- Team Focus
- Cooperation

Experiential

- Case Study
- Project Based

Outcome Based

- Reflection
- Implement



FDP Article Summary Template

(A **Two-Page Summary per Team**)

Article (s) from Research/Technical Journal

- **Key Principles/Practices** from the Article (3-4 bullets) – **15% space**
- **Application of Principles/Practices in your Function** (Individual name with 3-4 lines writeup bridging Theory with Practice) – **70% space**
- **Key Takeaways** from the Article (3-4 bullets) – **15% space**



FDP Reflection Journal Template

(**One Page** to complete on the last day of FDP)

1. Identify **3 Key Learnings (Outcomes)** from the FDP (Bullets)
2. List **3 Key Lessons (Concepts)** you will Implement (Bullets)
3. Share **Implementation Plan** for your 3 Key Lessons (Bullets)

Teamwork YouTubes

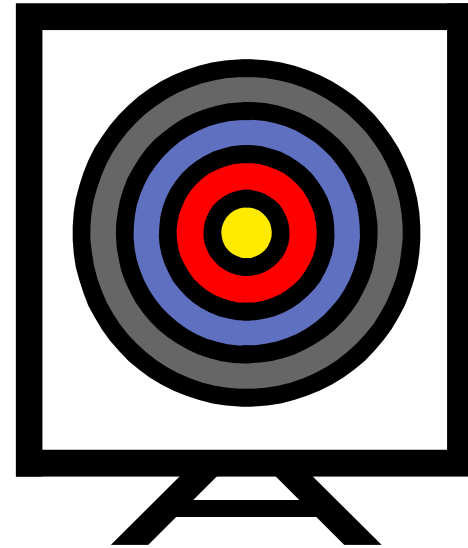
The Power of Good Teamwork (3.22 min)

<https://www.youtube.com/watch?v=ftPOy4yUGMQ>



Goal Setting – SMART Goals

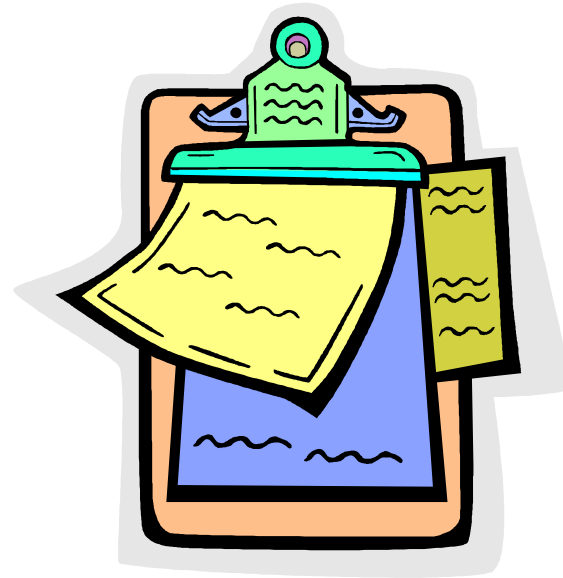
- **Specific**
- **Measurable**
- **Achievable**
- **Realistic**
- **Time-based**



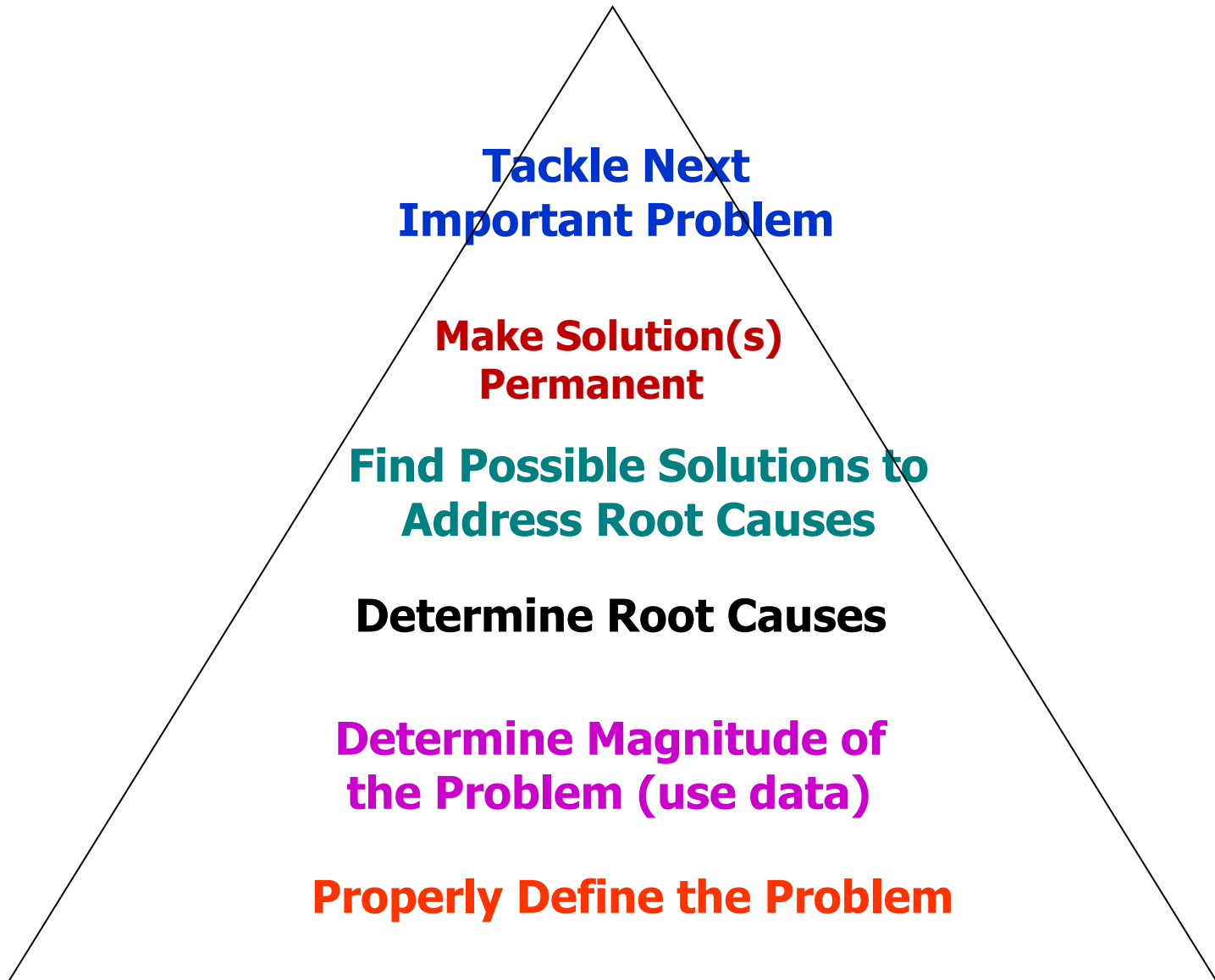
Set and Achieve Team Goals

Prioritizing

- Do
- Delegate
- Delay
- Dump

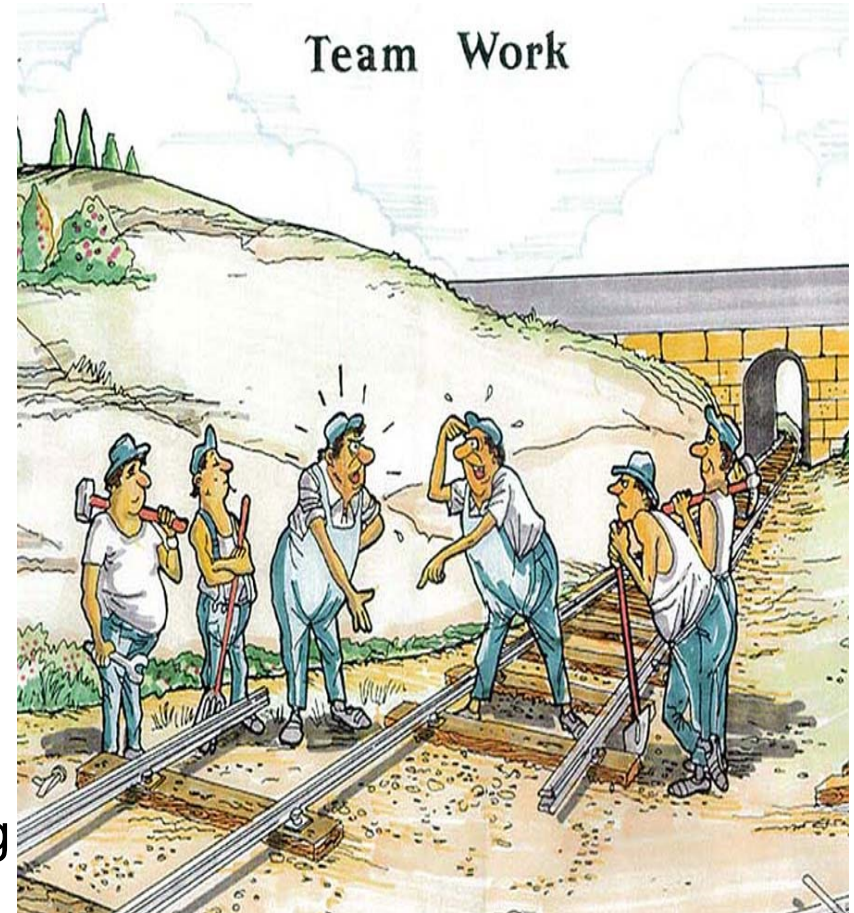


Problem Solving Methodology



Tips for Problem Solving

- **State your views** in clear non-judgmental language
- **Clarify the core issues**
- **Listen carefully** to each person's point of view
- **Check understanding** of the disagreement by restating the core issues
- **Use techniques** such as circling the group for comments and having some silent thinking time when emotions run high



Guide for Giving Constructive Feedback

- **Be descriptive and speak for yourself**
- **Don't use labels, exaggerate, or be judgmental**
- **Talk first about yourself**, not about the other person
- Phrase the **issue as a statement**, not a question
- **Restrict your feedback to things you know for certain**
- **Help people hear and accept your compliments** when giving positive feedback

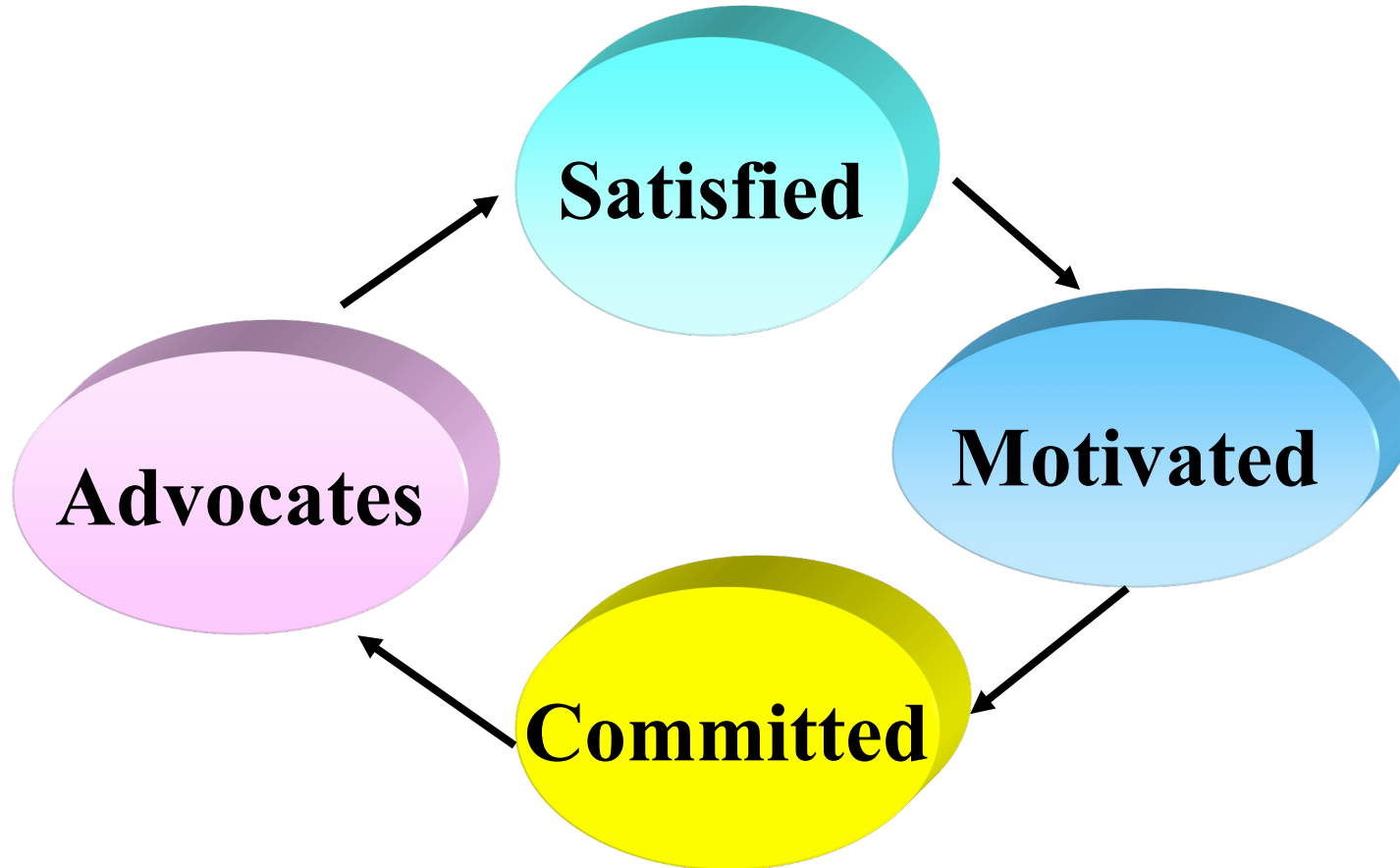




Guide for Receiving Feedback

- **Take a Deep Breath**
- **Listen carefully**
- **Ask questions** for clarity
- **Acknowledge** the feedback
- **Acknowledge** the valid points
- **Take time** to sort out what you heard

Team Engagement Model



Five Dysfunctions of Team (P. Lencioni, 2002)



When 'I' is replaced
with 'We' even
Illness become Wellness.

laughingcolours.com





“Unity is strength...when
there is teamwork and
collaboration wonderful things
can be achieved “

Mattie Stepanek

Pyramid of Success

Success

"Success is peace of mind which is a direct result of self-satisfaction in knowing you made the effort to become the best that you are capable of becoming."

John R. Wooden
Head Basketball Coach
UCLA





References

Baldrige Performance Excellence Program (2020-2021). Criteria for Performance Excellence, US NIST, Gaithersburg, MD.

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Teamwork YouTubes

The Power of Teamwork: Inspired by the Blue Angels (3:32 min)

<https://www.youtube.com/watch?v=U-iyBsaehn8>



Effective Teamwork Summary



The difference
between **success**
and **failure** is a
great team.



Your Two Key Takeaways on Teamwork

1. -
2. -



Soft Skills Program Topics

(8:30 pm – 10:30 pm IST)

1. 24-04-23 Leadership Excellence
2. 27-04-23 Effective Decision Making
3. 01-05-23 Effective Time Management
4. **03-05-23 Effective Teamwork**
5. 08-05-23 Effective Project Management
6. 10-05-23 Career Development
Guidance



Thanks!
Questions, Comments, Key Takeaways?



Presenter

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Dr. Manu Vora is Chairman and President of Business Excellence, Inc. a global quality management consulting firm. He has **over 48 years** of leadership experience and has guided Fortune 500 companies with Baldrige Performance Excellence assessment. For **over 30 years**, as an Adjunct Professor he teaches Operations Management courses at business schools globally. He has contributed at **over 680** educational institutes world-wide. He is a sought-after speaker on business excellence and quality management topics with **over 1,270 presentations** globally and published **75 scholarly articles**. As an ASQ Influential Voice, he has published **50 blog posts**. In 2013, he gave two TEDx Talks, TEDxIITBHU Varanasi and TEDxIIT Chicago. Since 2013, he has delivered Soft Skills and Quality Management topics using technology to **over 100 colleges/universities** in **India** benefitting **over 1,200,000** students/ faculty/ professionals. In 2016 he delivered a **Project Management for organizational Excellence**, a **GIAN Course** approved by the **MHRD-GoI** at his alma mater, IIT (BHU). In 2016 he was appointed a **Fulbright Specialist** by the U. S. Department of State. He completed his first Fulbright Specialist Project in March 2018 at IIT (BHU). He serves on the Advisory Board of IUCEE Foundation. He received '**NRI of the Year Award 2018**' in Philanthropy category from Times Now and ICICI Bank. In March 2022, he was recognized by the **World Book of Records, UK for his Social Work**.

He has B.Tech. (Honours, IIT BHU Chemical 1968), M.S. (1970) & Ph.D. (1975) in Chemical Engineering from Illinois Institute of Technology, Chicago, and a MBA (1985) with Marketing Management from Keller Graduate School of Management in Chicago. As the Founder Director and President of Blind Foundation for India (BFI), his team has raised **over \$6 million** to help over one million visually impaired people in India. *ASQ has bestowed on him five Medals. He received "2017 Life-Time Achievement Award from Association of IIT-BHU Alumni, Delhi", "2015 BHU Distinguished Alumnus Award", "2015 & 2000 Rotary International Paul Harris Fellow Medal", "2013 Top 40 Alumni for the First 40th Anniversary of Keller Graduate School of Management", "2012 IIT Chicago Alumni Medal", "2011 Ellis Island Medal of Honor", and "2010 U. S. President's Volunteer Service Award". In 1968 he received J. N. Tata Scholarship to pursue his graduate work in the U.S. In 2023 he was included in the **Jewels of India, Volume II book of prominent Indo-American personalities in the U.S.***