Business Case: Team Management

Expert introduction week 1

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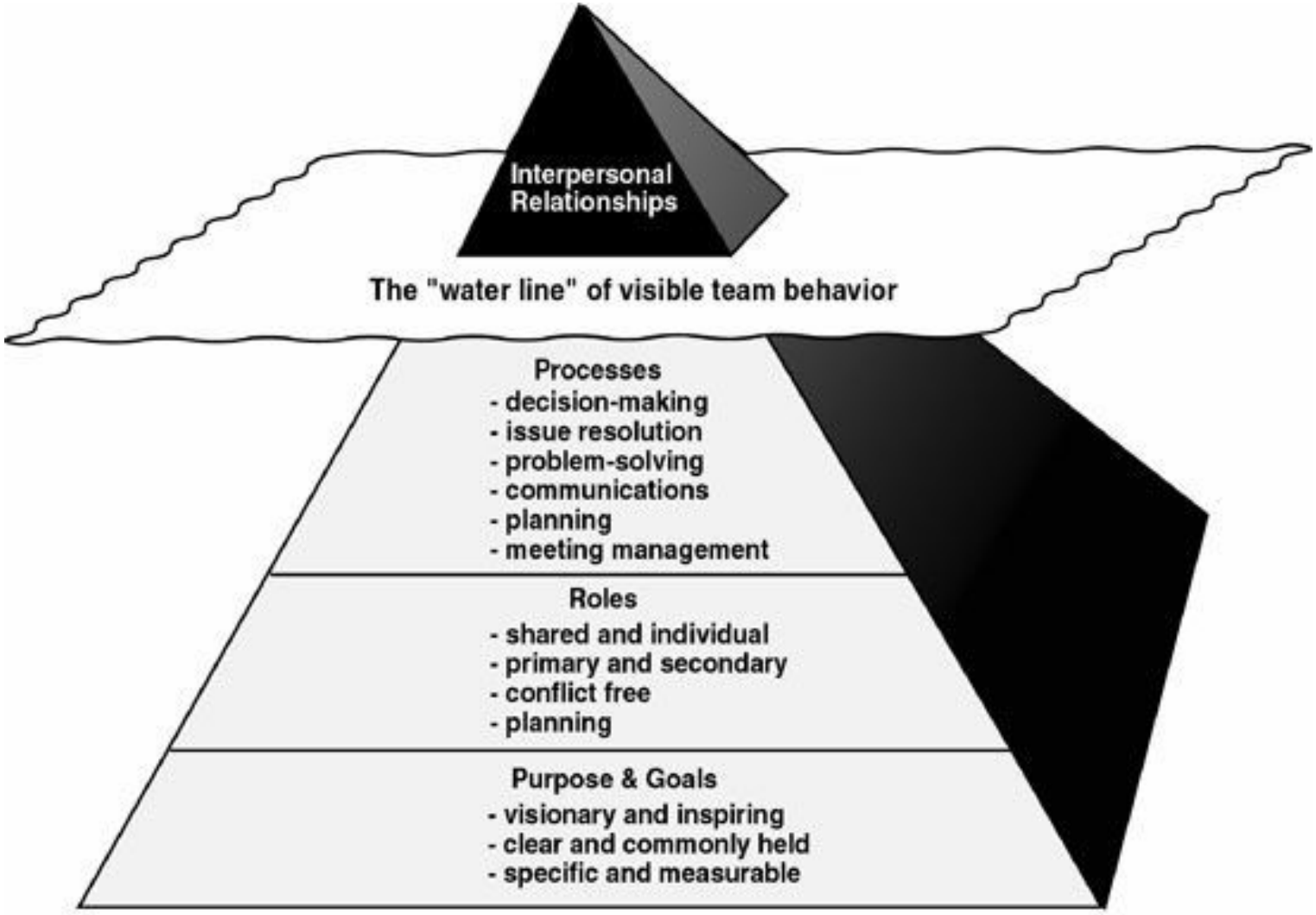

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Team malfunctions are related to interpersonal issues in only 0.8% of the cases

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Make a team contract

1. Goals
2. Roles and responsibilities
3. Procedures
4. Interpersonal skills

1. Goals

Establishing the core mission of the team

Work AS a team, not just IN a team

SMART: specific, measurable, attainable, relevant, timebound

Define a clear TEAM goal, using a SMART definition

Checklist goals

Purpose and Outcomes

We agree on our project's goals and desired outcomes, including linkages to overall organizational goals

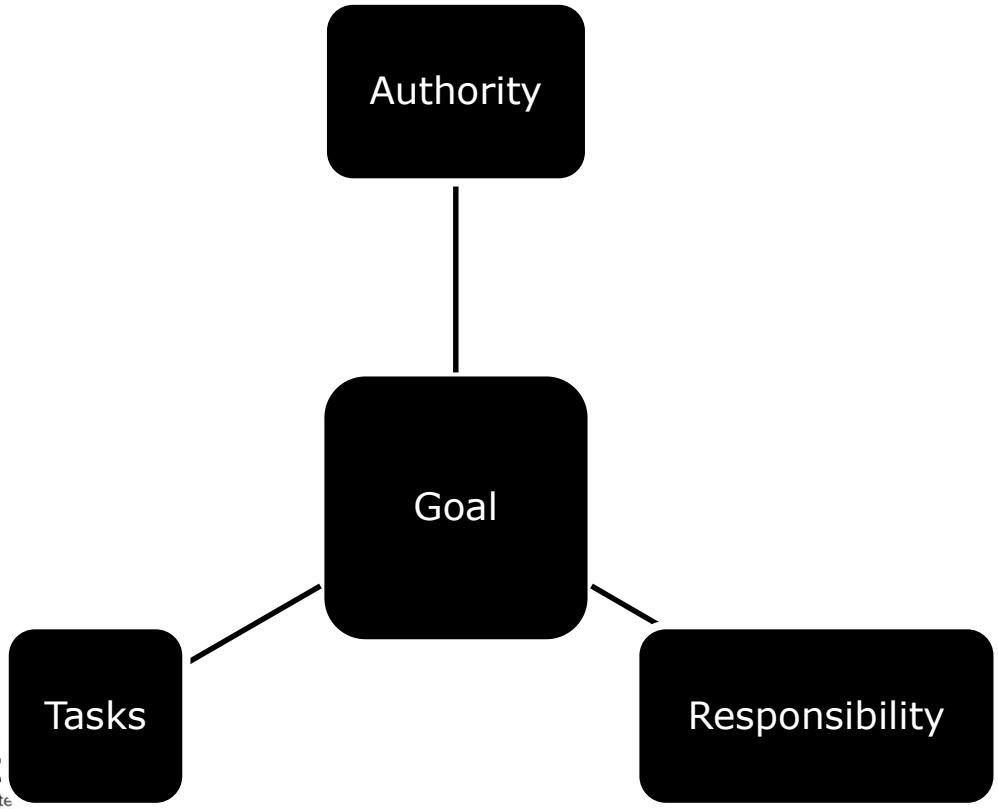
Stakeholders and Needs

We know who the stakeholders are, what they want and why they want it

Project Scope

We understand and agree on the project scope (both what is included and excluded from the project)

2. Roles and responsibilities



Make a rota system:

New role each week

5 weeks = 5 roles

Clearly define responsibilities, tasks and authority for each role

Remember roles?

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Checklist roles

Roles & Responsibilities

Each team member has a clear picture of who is **doing what** and who is **responsible for what**

Each team member **understands, agrees and is satisfied** with their roles and responsibilities

Authority

Our team is clear on the degree of **decision-making authority** we have to complete our project

Each team member is also **accountable** individually and collectively

3. Procedures

Clear and frequent communication

Constructive ways of dealing openly with inevitable conflict

Elegant processes for group decision making

Strict and logical planning

Consistent and effective meeting management

Write out in full how you will deal with each of these items

Checklist procedures

Critical Success Factors

We know and are focusing on **the key factors** needed to meet the project goals and mission

Monitoring

We have a **monitoring** process linked to progress and goals

Schedule & Milestones

We have **defined our project schedule** and know what the key phases and milestones are

4. Interpersonal Skills

= Encourages creative and diverse contributions from all members

NO groupthink

Understand strengths of team members

Treat each other as people

Check each team member's MBTI

Define the strength and vitals for your team:

Where will we excel?

Where will we have to work harder / practice new skills?

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Checklist interpersonal skills

Team Operating Agreements

We've shared expectations about and agreed on how we work together

We know and understand each team member’s strengths and weaknesses

Interpersonal & Team

We have the necessary relationships, trust, participation, and behaviour to be effective as a team

We want to excel AS a team and not just work IN a team

TeamGantt

Create a NEW blank project

- Add all team members and your COACH and Carine Danau
- Give everyone admin rights
- Give your project a meaningful name

Create a NEW Ganttchart

- Make a preliminary planning (see PM)
- Define milestones (group of tasks)+ tasks of this week and assign to team member(s)
- Update each week and use actively

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