



Inspecting & Investigating How to Improve Your Team Dynamics

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Baseball Activity

- Brainstorm & Identify co-worker who helped you in time of need
- On jersey or ball list name and write a brief thank-you for their assistance
- Place note on the “Winning Team” poster
 - Reflection- Why?

TEAMWORK



Team Challenges in Admissions

- **Ready, Set, Go!**
 - New Hires and Integration into the team
- **Road Warriors**
 - 8+ weeks of travel , how do you stay connected?
- **We're Baaaaaacckkkkk**
 - Wrap up travel, dive into other responsibilities
 - How do you successfully re-introduce to team?

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Objectives

- Differentiate between what is a group vs. what is a team
- List Challenges Admissions Teams Face @ Different Times During the Recruitment Cycle
- Identify tools and resources to integrate new team members
- Cite ways to keep road warriors “in the know”
- List tips to improve communication between colleagues
- Identify tools and activities that can assist with teamwork during the HIGH stress times
- Brainstorm activities/events to increase office morale



Team vs. Group

TEAMS

Opportunity for Discussion

Supportive

Whole is greater than sum of parts

Two way Communication

GROUPS

Little communication

Lack of vision

No support

Cliques

New members need to find their own way

Clear "Leader"



12 C's for Team Building

1. Clear Expectations- outcomes/performance expectations
2. Context- why do we need to belong to team? What are benefits?
3. Commitment- does everyone want to participate? Is mission/goal important
4. Competence- does team have knowledge, skills and capability to participate
5. Charter- has team designed its mission, role?
6. Control- can team balance freedom/empowerment and still pull together as a unit?

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12 C's for Team Building cont.

7. Collaboration- does team understand group development? Are members working together effectively?
8. Communication- are members clear about priority of tasks? Do they give/receive feedback? Does team honor and respect diverse opinions?
9. Creative Innovation- Does team value creative thinking, unique solutions, new ideas? Does it reward people who take reasonable risks?
10. Consequences- Do team members feel responsible and accountable for achievements?
11. Coordination- Are team members coordinated by central leadership that assist teams in obtaining what they need for success?
12. Cultural Change- does team plan to change how it rewards, recognizes, hires, develops, motivates, etc. as climate/environment change?

-Heathfield, Susan. "Your Guide to Human Resources"



Ready, Set, Go!

■ The “Old” vs. The “New”

- Focus not on who left, but who is joining the team

■ Staff Meetings/Logistics

- Must outline expectations; present office norms, policies and procedures
- Provide opportunities to process and ask ?’s
- Build relationships (supervisors and supervisees)
 - Office Olympics
 - Relationships Matter(2000 Gallop Poll)- 2 million employees, how productive an employee is within an org. is most effected by their relationship with their immediate supervisor.

- 12 C’s - Clear Expectations/Competence/Communication/Coordination/Charter



Road Warriors

- Travel Season Contest/Challenge
- Communication Links
 - Map It Out
 - Office Links- Are you alive?
 - Email- access can be random
 - Reach out and touch someone
 - Facebook/MySpace, Text Msg., etc.
 - Office Newsletter
 - Where are they going, where have they been?
- Generational Differences



Road Warriors cont.

- Don't Forget
 - Present Staff, Travel Breaks- lunch dates, de-briefs.
 - Theme Days
 - Halloween, St Patrick's Day, Hollywood
- Where's Waldo (or other staff member?)
 - Leave the tissues @ home
- 12 C's – Communication/Creative Innovation/Control/Coordination/
Cultural Change

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We're Baaaaaacccccckkkkk

- **Changing Gears, Dive into New Responsibilities**
- **Motivate Staff to give 110%; crunch time!**
 - Clear Expectations- Deadlines and Goals
- **Reintroduce staff**
 - Relationship foundations exist, now build structure
- **Recognize & Reward**
 - Intrinsic & Extrinsic
 - Appreciate the little things
 - Too Much Gratitude?
 - Office Superlatives- 1/2 through application season
 - All pieces of the puzzle have to be present to complete



We're Still Around....

- Take a Break for Charity's Sake
 - Day of Caring; Community Service
 - Walk a mile in someone else's shoes
 - Staff + Hammer + Paint + Heavy Lifting= Habitat
- 12 C's – Collaboration/Consequences/Context



Suggested Activities

Ready, Set, Go!

- Welcome Baskets
- Office Olympics
- MBTI, Office Bingo, Fact or Fiction
- Mock Tailgate/Potluck
- Optional Outside Office Activities
 - Happy Hour, Tailgate, Intramural Sports

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Suggested Activities

Road Warriors

- Amazing Race...
- "Who let the admissions counselors out?"
- Lunch Dates
- Newsletter
- Travel Map

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Suggested Activities

We're Baaaaacccccckkkkk!

- Day of Caring/Service
- Office Superlatives
- Pat on the Back
- Theme Days, OOOA's
- Thank You, Thank You, Thank You
- Office Newsletter- continuous

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*"Teamwork is working together —
even when apart."*

- Unknown

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