

Creating Team Synergy

What creates good teams

Synergy /n, pl. -ies. **1.** combined action. **2.** the cooperative action of two or more bodily organs or the like. (The Macquarie Dictionary)

Good teamwork does not just happen, good teamwork is not a natural consequence of people getting on with each other.

Teams at play or at work only work effectively if they display certain characteristics. Teams have to be taught how to “play” as a team - combined cooperative action towards a common goal.

Team Synergy leading to an effective team develops over four phases:-

1. Orientation
2. Dissatisfaction
3. Production
4. Resolution

In the Orientation phase, the group of people are first put together, and there is a high degree of enthusiasm. There may be some anxiety (where do I fit?) and often there is a need for some form of authoritative figure. Through this phase, people unused to teams may “jostle” for a spot and cause friction.

The second phase is Dissatisfaction, where the gap between desire and current reality looms large. Members start to feel frustrated that they are not achieving goals, that they have to depend on authority.



If the group progresses, if it does not collapse at that point, it moves into a phase of Production. The strength of the whole group, what it can achieve together is felt. Excitement about participating in team activity reappears and people start to work collaboratively towards a common goal. They start to take on parts of the larger task rather than try to do the whole task individually.

If the team is developed they then enter the fourth phase of Resolution. They resolve discrepancies and animosities. They develop trust, support and respect. They share responsibility and control. The team develops self-confidence and self-esteem and use a common language.

Creating Team Synergy Workshop

The OTS Management “Creating Team Synergy Workshop” is a one-day workshop designed for Small and Medium Enterprises (SME’s) to create team synergy for a high-performance team at the workplace.

The workshop is suitable for teams of up to 25 people (larger groups can be catered for by breaking them down into logical teams).

It is suitable for all types of businesses and organisations, from legal and other professional practices to engineering firms, retail teams, sales teams, non-profit organisations, and so on.

The workshop is based on an Action-Learning principle where participants take on tasks and then analyse results in relation to the workplace.



Action-Learning

Studies show that when people are learning, they retain the least when listening only. They learn more as they move from hearing, to seeing what they are learning, to doing what they learn.

People learn and retain the most when they are teaching or telling others about the subject.

During the workshop your Team will be learning from doing tasks. They will use these experiences to ask: -

- what happened?
- what can we learn from it?
- what can we do with what we learnt?

The workshop Agenda is designed to lead your team through learning about high-performing teams,

Workshop Agenda

diagnose their current stage, clarify the Vision, and Action Plan towards further development.

The one-day workshop encompasses:-

- Introduction
- Stages of Team Effectiveness
- Blockages to Synergy
- Mission, Vision, Goals
- Team Roles
- Operating Processes
- Interpersonal Relationships

- Inter-team Relationships
- Action Planning



Teik Oh, Director of OTS Management

The workshop was designed and written by Teik Oh, the founding Director of OTS Management.

Teik is a Chartered Accountant qualified (1979) in the United Kingdom and Australia.

In the 1980's Teik was a Principal with an international accounting and management consulting company. During this time Teik was seconded to their world headquarters in Chicago where he headed up a team that wrote and delivered training programs for their consultants worldwide. He worked in the US, Japan and Singapore delivering the training programs as well as managing client assignments.

In 1991 Teik set up his own practice.

Teik has collated his learning and experiences to formulate consulting products and off-the-shelf management processes for small to medium sized businesses.

About OTS Management

OTS Management is a quality and value driven boutique consulting and accounting company that provides organisational development services to commercial, growth-oriented Small and Medium Enterprises who require business services, advice and coaching.

We give our clients comfort in their decision-making by providing them with our experience and independent advice that saves them time and helps them grow. Unlike other accounting services companies, our clients have significant contact with our senior people.

We meet our own high expectations in order to exceed the expectations of clients.

Our services include:

- *Change Management consulting*
- *The Zest Factor - find the zest in your organisation*
- *Strategic & Business Planning*
- *SMART Marketing workshops*
- *Team Development workshops*
- *Performance Management Systems*
- *Zest Tests - Business Diagnostics on your organisation*