



Discover **Busine\$\$** Teen Camp

July 14 - 18, 2014





Understanding Group Dynamics

Welcome to Day 1!

What You'll Learn About Today

- Team Basics & Team Members
- How to Work in a Team
 - Collaboration
 - Dealing with Conflict
- Management & Leadership Skills

How?

- From each other
- By 'Doing'



LISTEN



LIMIT



HAVE FUN!



ASK



Discover Business?

You've Come to the Right Place!

- ✓ 25 Years of Helping Entrepreneurs and Innovators Succeed!
- ✓ One of the Top 20 Programs in the Country
- ✓ Part of the fully accredited Silberman School of Business

Take advantage of your time here this week

- ✓ Many young entrepreneurs starting their own businesses
- ✓ Becoming successful and making profits
- ✓ Learn & Discover Business for Yourself
- ✓ Good things will come





Let's Get Started!

Get to Know Each Other Better...

- Name and town or school you're from...
- What you'd like to learn this week about business...
- One unique thing about yourself!





Teams





Let's Talk About Teams

How many have been part of a team?

- Sports
- Activity
- Volunteer Team
- Other



What's the Connection: Teams & Business?

- Teams and Teaming are crucial to business today
 - *Innovation* - *Speed* - *Responsiveness*
- Teams often produce better results than individuals
- Technology is enabling people to work from anywhere
- Business teams increasingly include suppliers and customers





What is a Team?

- A business team is a group of people that a business relies on to provide a product or a service.
- Organized or arranged to work together.
- Team members can be inside and or outside the company.



Team Characteristics

- A team is made up of more than one person.
- Members of the team depend on each other.
- There is some goal or task involved.





Team Experiences



‘Winning Teams’?

- What did you like best about the team?
- Why do you think you were successful?
- What did it feel like?

‘Losing Teams’?

- Was there anything you didn’t like about the team?
- What kept you from winning?
- What did it feel like?





What Makes Teams Better?

Shared Goals

- Common Goals = Cohesive Teams
- ‘In This Together’

Interdependence

- Depend on one another
- Understanding that what you do impacts the team

Cooperation

- Strong desire to work together
- Spirit to want to accomplish something

The Right Team Members

- Talent and skills





What the Experts Say

“A Team is a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable.”

- Katzenbach & Smith



What is a High Performing Team?

A high performing team is a team that:

- Accomplishes its objectives.
 - Efficiently (Doing Things Right)
 - Effectively (Doing the Right Things)
- Contributes to the effectiveness of the larger business.
- Learns and then improves its performance through time.
 - ‘Stick together through thick and thin’
- Builds team member commitment.



When Are Teams Used in Business?

- When the work requires it or is best accomplished by more than one person.
- When the organization can be divided up into sets of units.
- When the work is interdependent and requires on-going integration of knowledge and work of different contributors.





Questions?





Learning by Doing

Activity: So Much In Common

Break up into 5 teams of equal size

Task:

- Find out at least 3 things that you ALL have in common
- It could be ANYTHING, but it MUST be common among ALL team members
- Write them down
- Select a team member to report on what you uncovered

Rules:

10 Minutes discuss and find out what you have in common

Report Out:

Give a 2 minute presentation on all the things your team has in common



Learning by Doing

Activity: Name Your Team

Stay in your teams.

Task:

- Come up with a team name and or identity
- It can simply be a name, but feel free to be as creative as you want (for example: you can include a name, logo, slogan or tag line)
- Use any materials you wish to express your team identity

Rules:

15 Minutes discuss, decide on and form your team ideas (including artwork or props)

Report Out:

3 minute presentation on you team name / identity and why you picked it



Team Identity

How the team views itself and...

How they want others to see them

- Source of pride and motivation to members
- Makes members feel part of the team, something bigger
- Increases group cohesion (better relations between members)
- Brands and differentiates your group in a larger organization

Studies Show:

Strong team identity correlates with higher productivity



TIME FOR A BREAK!





Team Members





Let's Talk About Team Members

Teams are made up of individuals

Why do individuals join teams?

- Interest (passion; enjoyment; motivation)
- Talent or Skills (inherent gifts; 'stuff you're good at')

In Business, talent or skills usually get people particular jobs. As more and more people have similar skills, 'experience' decides which person usually is most qualified for a particular job.

... But in today's world of business, talent will only get you so far – *you have to be a good 'Team Player'!*



Being a Team Player

What does being a 'Team Player' mean?

Think about the 'Losing Team' examples we talked about earlier – we're there people who weren't team players that caused the team to 'under perform'?

- *What did you observe about their performance?*
- *How did it hurt the team?*

Why do you think being a Team Player is important in Business?
What happens when people don't get along?

- *Things don't get done*
- *Time and money is wasted*



Finding the Right 'Fit'

The term often used to determine if people get along together is 'fit'

- When hiring someone for a job, Businesses try to determine if the person is a good 'fit' or not.
- The 'fit' relates to working with the current team within the business environment (the way business is done etc).
- Businesses need to constantly look for the right people with the right skills and personality to work on a team.
- Being a good team player improves your chances of getting hired and being successful.



*.... So it pays
(literally!) to be a
good Team Player!*



Tips: Being a good Team Player

2014 Discover Busine\$\$ Teen Camp



Learn By Doing

Tips on Being a Good 'Team Player'

Here's a list of important things to remember and put into practice when you're working on a team:

- Cooperation, get along with each other
- Understand and respect your team members
- Work in the interests of the team and not just for your own interest
- Figure out how to best use your skills on the team
- Gain the respect of your team members
- Gain the trust of your team members
- Show good character
- Be a good listener
- Learn to take direction well
- Learn to communicate well with your team
- Use people's time wisely – don't waste their time
- Learn to focus on things that are important
- Learn to be constructive about discussing other team members
- Support fellow team members





Teamwork on the Fly

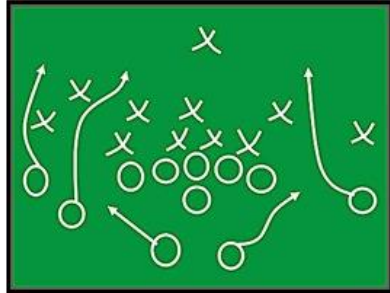




The Game is Changing

FROM

Teams (Noun)



- Stable
- Predictable
- Defined

OLD WAY

- Top Down
- Functionally Driven
- Highly Directive
- Deliberate
- Linear
- Results by Telling

TO

Teaming (Capability)



- Complex, Uncertain, Unexpected
- Rapid course correction
- Crossing boundaries

NEW WAY

- Problem Centric
- Talent Based
- Highly Collaborative
- Intuitive
- Dynamic
- Solve by Doing

WHY?

Speed

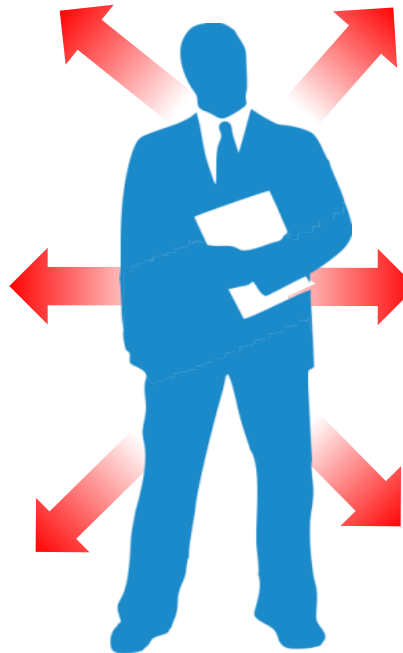
Not enough time to
build traditional
teams



New Type of Talent

The digital age has spawned a new type of employee: the T-shaped person.

BROAD



Capabilities

- ✓ Generate ideas
- ✓ Think laterally and creatively
- ✓ Cross-pollinate across disciplines

“T-shaped people: the new employees of the digital age”

Management Today
August 29, 2012



“Corporate Athlete”

Behind the Scenes Look at Teamwork

PIXAR



ANIMATION STUDIOS



Pixar: High Performing Teaming

Behind String of Hit Movies is Collective Creativity

Peer Driven Process for How Teams Work Together

- Open Communication & Candor
- Daily, Work in Progress Reviews
- Continuous, Iterative Refinement
- Lesson Learned (+ -)

Unlike Other Studios

- No Scripts or Movie Ideas Are Bought
- All Developed Internally By Teams of Creatives



Hit Movies: A Bug's Life, Monsters Inc., Finding Nemo, Cars, Toy Story, Toy Story 2, The Incredibles, Ratatouille, Up, WALL-E





New Teaming Environment

OLD WAY

- Person gives orders
- Team depends on the manager to chart its course
- Members were not motivated because people conformed to the rules set by the manager. **People rock the boat!**
- People cooperate by using their thoughts and feelings.

NEW WAY

- Person comes up with ideas and take initiative to develop them
- Team has latitude and authority to chart its own steps
- Members form a team because people learn to collaborate while being able to think and speak for themselves. **People rock the boat *and* work together.**
- People cooperate by using their thoughts and feelings. They link up through direct dialog.



Questions?





Learning by Doing

Activity: Solving the Teamwork Puzzle

Word Search Exercise

Task:

- By yourself, find the words hidden in the puzzle
- Key concepts are listed in the margin
- Find as many as you can

Materials:

- Word puzzle handout provided

Rules:

- You will have 5 minutes to find as many hidden words as possible



Collaboration





Collaboration in Teaming

What is Collaboration?

Have you heard the term? What does it mean to you?

It's a Capability

Bringing together the knowledge, experience and skills of multiple team members to contribute to producing results more effectively than individual team members can alone.

$$1 + 1 = 3$$



Collaboration in Teaming

Collaboration is part of 'Teaming' and 'Teamwork'

What makes it unique? Collaboration is Voluntary

- Parties must want to engage for collaboration to happen
- It requires effective cooperation
- There must be mutual goal / benefit

It's a 'hot topic' in business today

- Companies must do more with less
- Be more agile
- Compete in markets globally

Increasing Practices

Temporary Teams

Alliance Partnering

Joint Ventures

Outsourcing

Integration with suppliers



Collaboration in Teaming

Can be confusing at times....

The term 'Collaboration' is used interchangeably to mean several things:

- It's activity ("We collaborated on the project")
- It's a process ("We followed collaboration guidelines to generate ideas")
- It's a tool ("We used a collaboration website to store files")

Most often, "collaboration" is intended to convey the way people interact to do business

Technology is playing a bigger role in how people interact.



Collaboration & Technology

‘Social Media’ refers to tools used for the sharing collaborative creation of information by individuals and virtual communities:

- Email
- Text Messaging
- Blogs
- Wikis
- Shared Workspace
- Video Conferencing
- ... *and more*

Social networking tools are being used to connect people
(Examples: Facebook; LinkedIn)

Knowing more about a person allows us to interact more effectively with them

Remember: Technology is only a Tool / Enabler
Collaboration also involves personal contact with people via telephone and face-to-face meetings





When Collaboration Stalls

Resolving Conflicts with Team Members

Differences of opinion can be useful and even productive...

But when clashes turn ugly, conflict can be harmful to working relationships

3 Tips for Handling Disagreements with Colleagues:

- **Identify common ground.** Point out what you both agree on at the beginning of the conversation. This may be a shared goal or a set of operating rules.
- **Hear your coworker out.** Allow your colleague to share his opinion and explain his point of view. Don't disagree with individual points he makes; listen to the whole story.
- **Propose a solution.** Use the information you gathered in the conversation to offer a resolution. This should incorporate his perspective and be different from what you originally thought.





Questions?





Management and Leadership





Management and Leadership

What is “Management”?

Can you think of any well known people that you might think of or know to be a ‘Manager’?

Management: The art of getting things done by using administrative skills to organize, plan and execute.

Usually involving:

- Facing current reality
- Taking actions to deal with immediate issues
- Overcoming obstacles to daily performance
- Controlling things
- Keeping things in balance
- Minimizing risk
- Managing tactics



Management and Leadership

What is “Leadership”?

Can you think of any well known people that you might think of or know to be a ‘Leader’?

Leadership includes everything a manager does but is more motivational, more visionary and more strategic.

Usually involving:

- Creating a clear and compelling vision of the future
- Making major change happen
- Achieving breakthroughs in performance (new markets; customers; new mission)
- Taking big risks
- Developing and implementing strategy



Management and Leadership

Manager

- Short-term, bottom line oriented
- Oversees the current process well
- Must achieve balance
- Thinks 'execution'
- Comfortable with control
- Problems are just that – and need resolution ASAP
- Systems / structure focus
- Accepts what is

Leader

- Long range, horizon oriented
- Wants to create the future
- Needs to make change
- Thinks ideas
- Welcomes risks
- Sees problems as opportunities, and is patient
- People focus
- Challenges status quo



Management and Leadership

Both are essential to any organization

Roles for Managers and Leaders are filled based on skills, experience, ambition, and of course – ‘fit’!

- Managers are valued for being pragmatic and getting things done in the ‘here and now’ – they leave the future for others to figure out.
- Leaders are valued for charting the future for companies, and need time to think, envision, and bringing the dream to life.



Questions?





Learning by Doing

Last Activity: Towering Teamwork Challenge

Break up into your teams

Materials:

- Plastic Straws; Masking Tape

Task:

- Build the tallest, self-supporting structure
- Must stand up by itself, without holding it

Rules:

- You have 10 minutes to plan your structure
- There is NO assembling of parts during planning time
- EXCEPTION: You can use 2 practice straws
- 5 Minutes to build your structure





Wrap-up

Closing Comments

Learned a great deal today about
Teams & Group Dynamics

- About each other
- By doing
- Having fun

Have a great week!

