

Creating The Team



A Guide to Creating a Cohesive Team and Successful
Employees

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The Importance of the Team

The Analogy of Team Building



Imagine a team as a well-crafted car hurtling down the highway of success.

Each team member embodies a vital part of this powerful machine. The engine roars to life, symbolizing leadership—the driving force that propels us forward. Our wheels, like team members, turn in unison, their synchronized motion pushing us toward shared goals. The transmission, our communication channels, ensures smooth transitions—no jerks or stalls. Just as fuel powers the car, motivation fuels our team, propelling us through challenges. When bumps appear, our suspension—our adaptability—absorbs the shocks, keeping us steady. Conflict resolution acts as our brakes, preventing collisions and maintaining harmony.

Together, we're not just a collection of parts; we're a high-performance team, racing toward success with purpose, unity, and unwavering determination.

Benefits of Building Teams



Better communication as team members and individuals

Increased department productivity and creativity

Team members are motivated to achieve goals

A climate of cooperation and collaborative problem-solving

Higher levels of job satisfaction and commitment

Diverse perspectives that create better work and objectives



New Employee Success

How to Ensure New Employee Success



1. Providing Adequate Training
2. Assigning a Branch Buddy
3. Reinforcing Company Culture

Did You Know? Reports show that disengaged employees cost businesses the equivalent of 18% of their salary. In addition, a staggering 50% of newly hired employees plan to leave their job soon, with that number skyrocketing to 80% for those feeling undertrained due to poor onboarding.

01.

Providing Adequate Training

Start Onboarding Before Day One: New hires should know what to expect before showing up on their first day. Providing them with everything they should know before arriving as well as a number that they can reach out to and ask any follow up questions should be common practice.

Have Resources Printed Out: New hires should be provided a training packet that outlines Enterprises core values, mission, and standards, benefits and compensation, as well as any other essential information for them to reference later as they learn their new roles.

Utilize Shadowing: New hires should be given adequate time to watch and observe the operations of the branch as well as the role that they will play within it. Don't rush them into performing the task with supervision before they are ready and feel comfortable.

Give Time to Ask Questions: New hires should be given a chance to ask questions continually throughout their training, and after. They should never be made to feel that asking questions makes them look bad. Asking questions reduces the chance of them making easily preventable mistakes.

Did You Know? A poor onboarding experience can leave employees feeling uncomfortable, confused, and discouraged. A recent survey by Paychex found that 52% of new hires feel undertrained after onboarding

02.

Establishing Branch Buddies

A Branch Buddy is someone who partners with a new employee during their first few months of employment. They provide insight into the day-to-day activities of the company and is there to help the new employee fit in more quickly.

Choose the Branch Buddy Carefully: The branch buddy should be able to teach and explain unfamiliar tasks, explain how to use necessary equipment, socialize and relate to others, share insights on how things are done, provide a positive attitude, and involve the new employee in social activities.

Characteristics of a Good Buddy

- Interest in mentoring others
- Strong past performance
- Time and access to the new employee
- Knowledgeable of the new employees role
- Excellent communication and interpersonal skills
- Accepted and well liked by current employees

Roles of the Branch Buddy

- Make introductions to the rest of the team
- Help in the training process
- Available to address any questions or issues that arise
- Provide moral support
- Share knowledge and insight about the company

03. Reinforcing Company Culture

New Hires Should Have a Copy of Our Values: No new hire can remember our values from the initial orientation. They should be given a copy of our values and encouraged to look on them often.

Our Values

- Our brands are the most valuable things we own
- We work hard and reward hard work
- Customer service is our way of life
- Great things happen when we listen to our customers and to each other
- Personal honesty and integrity are the foundation of our success
- We strengthen our communities- one neighborhood at a time
- Our company is a fun and friendly place where teamwork rules
- Our doors are open

Tie New Hire Roles to Company Values: At Enterprise our work should reflect our values, by tying that work back to our values and mission we can help new employees learn and utilize them too.

Did You Know? Helping your new hires understand company culture will help them fit in, and employees that feel like they fit are more likely to stay. Companies that focus on developing and maintaining a healthy culture have been found to enjoy 40% higher employee retention.

Building Trust

Trust Within Our Company Teams

Trust is about vulnerability: Team members who trust one another are comfortable with being open to one another about their failures, weaknesses, and fears. When team members aren't afraid of admitting the truth or being themselves they waste less time and energy usually spent avoiding or hiding these truths.

Employees in high-trust organizations are more productive, have more energy at work, collaborate better with their colleagues, and stay with their employers longer than people working at low-trust companies. They also suffer less chronic stress and are happier with their lives, and these factors fuel stronger performance.

Did You Know? Compared with people at low-trust companies, people at high-trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, and 40% less burnout.

Common Obstacles To Building Trust

01.

The idea of putting yourself at risk for the good of others is not natural and is rarely rewarded.

02.

The key ingredient to building trust isn't time, but courage.

03.

There is a lack of examples from leadership of vulnerability and open communication.

04.

Having the wrong people in leadership roles.

Trust Building Exercises To Try

Personal Histories

Have each member share where they're from, how many kids are in their family, and what was the most difficult or important challenge from their childhood.

Behavioral Profiling

Have each member complete a behavioral profiling assessment and share their results with one another.



Strengths and Weaknesses

Have each member go around and share what they believe their greatest strength and weakness is.

Tip: For the most effective exercise, have leadership go first and set the example.

Effective Communication

Reasons for Communication

93% & **80%**
of leaders of workers

agree that their ability to work is strongly contingent on how well their collaborators could express their needs

72% & **52%**
of leaders of workers

believe that effective communication has increased their team's productivity

43% & **50%**
of leaders of workers

claim that poor communication decreases productivity and has increased their stress levels

Did You Know? Workplace communication statistics show that 86% of employees and executives cite the lack of effective collaboration and communication as the main causes of workplace failures.

Types of Communication

Good communication is the ability to convey information effectively and efficiently to another person, both verbally and nonverbally.

Good Communication is clear, concise, empathetic, respectful, honest, and open.

Verbal Communication:

When we engage in speaking to others, whether it is face-to-face, over the phone, via a conference call, etc.

Non-Verbal Communication:

What we do while we speak can sometimes speak louder than our words; movements, attention span, eye contact, etc.

Listening:

The active listening is one of the most important types of communication we engage in because if we cannot effectively listen we cannot effectively engage with them.

Written Communication:

Emails, memos, reports, all have the same goal- to provide information- it is important to remember not to make careless mistakes and that the written word lasts longer than the spoken word.



Communication Exercises To Try

Escape Room

Team members attend a local escape room to work together to solve puzzles and communicate solutions effectively.

Blindfolded Obstacle Course

Create an obstacle course and have one team member blindfolded while another leads them through the course only by words.



Back to Back Drawing

Team members sit back to back and one person has a picture and describes it without naming it, while the other tries to draw it based solely on the description.

Tip: Get leadership involved! The most important communication involves with them.

Collective Success

Team or Personal Success

It is human nature to look out for ourselves before others in the name of self-interest and self-preservation, even when others are a part of our families or teams.

The key to a successful team is for members to go beyond themselves and embrace the collective pursuit that is in the best interest of the team.

Barriers to developing team success:

- **Ego:** As individuals we want to “win,” but we can only “win” as a team.
- **Career Development:** We should want to further our careers, but we should do so by working together as a team.
- **Money:** It isn't selfish to want to be paid what we are worth, but we shouldn't let that competition get in the way of our success as a team.
- **Departments:** Interdepartmental distractions make us all lose.



Team Success Exercises To Try

Marshmallow Tower

In groups of 3-4 people set a timer and let teams compete to create the tallest free standing structure using uncooked spaghetti and marshmallows.

Role Expectation Matrix

Participants create a 2x2 matrix with everyone's roles along the X and Y axes. The matrix is then designed to show the expectations from one role to another and clarify roles.

Scoreboard

A scoreboard should include the ongoing metrics of the team as well as supporting objectives and be placed in an area where the whole team can view their progress and goals.



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THERE'S AN OLD SAYING THAT IF YOU'RE THE SMARTEST PERSON IN THE ROOM, YOU'RE IN THE WRONG ROOM. AND IT'S ABSOLUTELY TRUE. I'M SURROUNDED BY A TALENTED TEAM AND I'VE LEARNED THE IMPORTANCE OF LEANING ON THEM. MY TEAM MAKES ME BETTER. AND I DON'T TAKE THAT FOR GRANTED.

Chrissy Taylor

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*some ideas originated from conversations with Enterprise management.