

Interpersonal Relationships & Team Building

Buffy Kelly MT(ASCP)
Huron Consulting Group

Objectives

- Describe & use “ORMING” Model for developing strong interpersonal & team building skills
- List two skills used for developing strong interpersonal skills
- List two team building activities
- List two techniques for building an effective team

Interpersonal Relationships

- Social affiliations, connections or associations between two or more people
- Imply the establishment or discovery of common ground and are usually centered on something that people have in common



Interpersonal Skills

Why Are They Needed?

- To relate & work with others
- To give & receive feedback
- To work as part of a team
- To effectively communicate

Interpersonal Skills

Benefits?

- Better personal & professional relationships
- Understand where others are coming from
- Makes you a better team member
- Others are willing to share the workload

Interpersonal Skills

Are There Some Essential Ones?

- Control
- Self Awareness
- Communication Skills
- Motivation
- Acknowledging the interests of others

Interpersonal Interactions

What Can Hamper Them?

- Bringing emotion into a situation
- Poor listening skills
- Having different objectives
- Poor timing or lack of time



“Try Not To Listen”

Activity

- Groups of two, one is A and one is B
- Each person takes a turn talking for 2 min
- Other person makes it clear they are not listening the entire time

“Try Not To Listen”

Debrief

- How did it make you feel to not be listened to?
- What behaviors did you observe of the person who wasn't listening?

Are You Feeling Like This?
Do We Need To Take A Break?



What Is A Team?

- A TEAM comprises a group of people linked in a common purpose
- TEAMS are used to accomplish tasks that are high in complexity & have many interdependent subtasks
- A group itself does not necessarily make a TEAM



Team Building

Why Is It Important?



“ME”



“US”

Leadership Styles

- Considerate/Spirited-Rallies the troops, listens, has tact & patience
- Systematic-analytical/organized
- Direct/Considerate/Spirited/Systematic-well balanced or a little crazy :)

Team Building

Example Debrief

Bike Ride

- What do you feel went right?
- What do you feel went wrong?
- What would you do differently next time?

Team Development

The “ORMing” Model

- Forming
- Storming
- Norming
- Performing

Forming

- High dependence on the leader for direction & guidance
- Individual roles & responsibilities are unclear
- Members may test the tolerance of the system & leader
- Anxiety by team members because of the unknown



Forming

- How do we decide who the leader should be?
- Is it okay to have more than one leader?
- Let's talk about who feels comfortable about being a leader?
- Should you still have leaders from the instructor team helping you?

Storming

- Clarity of purpose increases, but some uncertainty is still present
- Team members vie for position & conflict/competition may emerge
- Compromise may be needed
- Important that the leader coaches



Storming

- What if I don't feel comfortable with the direction of the team?
- What if I am unsure?
- Should I still go along?



Norming

- Roles & responsibilities are clear & accepted
- Commitment & unity are strong
- General respect for the leader and more leadership is shared by the team
- Big decisions are made by group agreement



Norming

- How do we determine what each team members role is?
- What if one team member isn't pulling their weight?
- To Complain or To Help

Performing

- Team has a shared vision & is able to perform without help from the leader
- Disagreement may occur, but are resolved positively amongst the team
- Team can work towards the common goal & deal with relationship, style & process issues
- Team members look after each other



Performing

- Should we have options; more than one project?
- How do we provide positive feedback and constructive criticism?



Teammates Waiting For Each Other...For Awhile

Team Building Activity

- Divide into groups
- Instructors should participate as well!!
- Grab some marshmallows & pasta
- Build the tallest tower you can!

Team Building Activity

- Did your teammates have different ideas than you did?
- Was it easier to build the tower as a team?
- Would you have preferred to just build the tower yourself?

Teammates



No Matter How Big Or Small, Being Teammates Is Great!!