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PERFORMANCE GROUP

Service Training – Team Synergy

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Purpose: Improve the synergy of a team that works closely together on a day-to-day basis. Overall objective is to provide awareness of individual's strengths so that they are focusing on highest and best use of each other's talent.

Preparation: Everyone needs a piece of paper and a pencil.

Facilitator: Begin the session by stating the name and purpose of the session. Teams that have the greatest synergy understand, value and leverage each other's strengths.

Give the group a few scenarios of a task they would work on as a team and have them choose one. As the facilitator you may decide on one specific scenario that you would prefer to use with the group. The more real the scenario, the better! Some examples you can use: a big client renewal, developing tools or intellectual property for clients or developing workflows for the team.

If you have a large group, you may want to break them in small groups. I would recommend the groups be selected based on teams that work closely together on a day-to-day basis.

Ask each team member to write down 3 strengths that he/she brings to the team to make the task successful. Then ask each team member to write down 3 strengths that he/she feels other team members can bring to the task to make it successful.

Then have each individual person share with the group what they wrote down.

- The Strengths I bring to the team to make us successful are....
- The Strengths I need from this team for us to be successful are...

Facilitator: Your role is to create opportunities to help your team members make links with one another. You can facilitate connections between team members and point out possible ways team members can support each other/use each other's strengths to get goals met.

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Facilitator: Read the following

There is good evidence that our strengths and weaknesses are, to some extent, fixed. Our strengths can be identified in various ways:

- Cognitive – Special Skills, Intelligence, Knowledge, Experience & Education
- Personality – Motivation, Attitude, Values & Beliefs
- Conative Ability (our MO) – Instinctive way we take action, Our drive & Our mental energy

Teams that identify and maximize each other's strengths in these areas have the greatest synergy and therefore the greatest success.

It is important to remember that Team synergy works when team efforts are directed toward the same clear goals. This requires communication in the team. Team synergy also works when diversity of skills and personality are in play. When people use their strengths to compensate for other's weaknesses, when different personality types balance and compliment each other, we have a chance at synergy.