



Work as one team,
fit for future changes



Improving team interactions will prevent miscommunication and make your team more effective.

Here are our top tips to improve team interactions

Breaking the ice isn't just for new teams

Team check-ins and exercises to 'break the ice' are popular introduction activities that help people become more **comfortable** and **get to know each other** better.

When things are busy, it is easy to lose sight of individuals and instead focus on the skills or bandwidth that they contribute. Add in a **regular** short check in or get to know you exercise as a way of **pulling the team together** during busy or stressful times.



Learn what team members need from each other

Team members will all need different levels of **inclusion**, **control** and **affection** from each other.

These three interpersonal needs will differ from person to person, so it is important to consider how much each team member requires of each. This can ultimately help you **understand** what motivates both your own, and their behaviours.



Mind the communication gap

Differences in interpersonal needs can cause gaps in communication. Team members may behave in a way that indicates they want one thing, but are saying (or feeling) that they want something else from you. Being aware of differences can help to **mitigate miscommunication**.



Remember the two C's: Competence and Collaboration

High performing teams have two primary qualities: **competence** and **collaboration**. One without the other will lead to a **less effective** team.

Ensuring that team members have specific task-oriented competence and are willing to collaborate will take your team to the **highest levels of efficiency**.



Make leaders more self-aware

Leaders should be aware of how they are **perceived** by their team members.

If a leader's behaviours do not match the members' interpersonal needs, there could be **misunderstandings** and **miscommunication**.

For example, if a team member has a high need to be included and the leader exhibits a low level of inclusive behaviour, the team member may **misinterpret** it as the leader believing she is incompetent or not trusting her contributions.



Don't forget the agenda for team meetings

Well-thought-out agendas keep a team **productive** and **effective**.

In addition to guiding the topic toward action or closure, it also serves as a facilitation guide for the leader. This can be beneficial if a leader tends to micromanage their teams' work.

There may be team members who want more independence than their manager is allowing. By setting an agenda ahead of time, asking for input from team members, and then allowing the agenda to guide facilitation, the manager could **avoid conflicts** otherwise interpreted as distrust.

