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 member's 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!!