#### **Growing & Developing Your Team**

#### **Presented By:**



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### Agenda

- **Develop** strong relationships among your team
  - > How do you get to know your team members aspirations
- **Prevent** good team members from leaving
  - Breakout Session: Skills In Action
- Encourage & Understand
  - > How to encourage team member engagement and career development
  - Understand the importance of setting performance goals
- Question and Answers





# Group Discussion: How do you get to know your team members aspirations?





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- It's about trust
- Tell them your name, not your title
- What is important to them
- Listen effectively



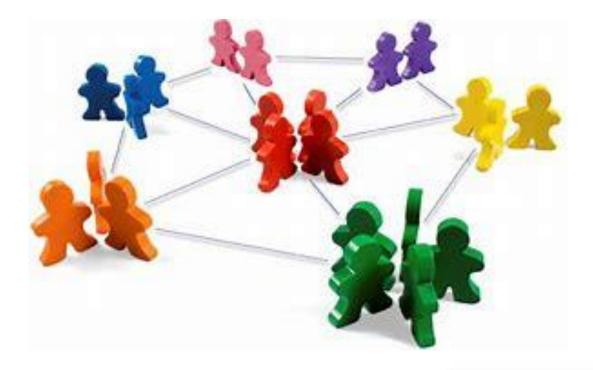


- Save surprises for birthdays
- Show them you are not afraid of failure
- Lead with integrity





- Honesty is the best policy
- Be fair
- Platinum rule





# Prevent

# Group Discussion: How do you prevent good team members from leaving?



# Prevent

- Give praise and recognition
- Set clear objectives and goals
- Give continual feedback
  - Give them a voice
  - Conduct Stay Interviews





# Prevent

- Introduce transparent communication; run feedback sessions regularly
- Be truthful
- Build strong connections from within
- Make your team members feel like business partners
- Expose them to new responsibilities; challenge them
- Treat them with dignity and respect; get to know what makes them "tick"



# Skills in Action

- Break into a team
- Write down one challenge you have as it relates to developing an individual on your team. Be specific (why is there a challenge, their expectations, your expectations, opportunities, and impacts) 5 minutes
- Working with your team, discuss each others challenges and find common themes 5 minutes
- Discuss and list possible solutions 5 minutes
- Team presentations: Each team will present one example from what was discussed and share the challenges and related solutions developed. 15 minutes



Group Discussion: How have you recognized accomplishments for different individuals in your teams?



#### 7 Tips to Increase Engagement without Spending a Dime

- Supply the right tools
- Give individual attention
- Provide training and coaching
- Listen to team members
- Get social
- Serve others
- Recognize proudly and loudly

#### People respond to being appreciated



- Giving and Receiving Feedback SHINE
  - -Sincerity I want to, I can, I am considering
  - -Humility I appreciate that you, I understand that you
  - magination what if we? How can we?
  - -Negotiation I'm willing to, you are responsible for
  - -Enthusiasm I knew you could, I'm confident that

#### **Coaching for Results**

- Involve, care and include people
- Define plans and set S.M.A.R.T. goals
- Discuss and recognize progress
- Celebrate accomplishments



#### Ways to Encourage Professional Development in the Workplace

- Encourage education opportunities in and out of the workplace
- Build confidence; empower team members
- Organize initiatives to encourage new ideas



#### **Encourage and Understand**



#### Active Listening is **Powerful**

- L Look and be interested
- I Inquire with questions
- **S** Stay on target
- T Test understanding
- **E** Evaluate the message
- **N** Neutralize your feelings



### The importance of setting goals

- They define a vision
- They encourage people to see how their role fits
- They build accountability





Recycle to achieve your goal

# Take-A-Ways

• What is one take-a-way that you will now do to grow your team?

• What is one thing you will do differently in helping your team grow and develop?



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel" – Maya Angelou

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Wrap Up

## **Questions?**

