

Growing & Developing Your Team

Presented By:



Charlene Jancsy, Talent Management Director



Allison Sullivan, Senior Human Resources Business Partner

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**



Develop Strong Relationships

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



Develop Strong Relationships

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



Develop Strong Relationships

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



Develop Strong Relationships

- 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**

Encourage & Understand

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



Encourage & Understand

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

Encourage & Understand

- Giving and Receiving Feedback – **SHINE**
 - **S**incerity – I want to, I can, I am considering
 - **H**umility – I appreciate that you, I understand that you
 - **I**magination – what if we? How can we?
 - **N**egotiation – I'm willing to, you are responsible for
 - **E**nthusiasm – I knew you could, I'm confident that

Encourage & Understand

Coaching for Results

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



Encourage & Understand

[Encourage and Understand](#)



Encourage & 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



Encourage & Understand

The importance of setting goals

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



Encourage & Understand

G R O W Model

G Goal

R Reality

O Options

W Will



Conclusion

“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

Wrap Up

Questions?