



DEFENSE ENERGY SUPPORT CENTER

Team Work: Team Formation and Motivation

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Agenda

- Importance of teams
- Team Culture
- Team development
- Building effective teams
- Team communication
- Solving problems in teams
- Motivation
- Recognition



Why are Teams Important?

- DLA works in teams
 - Business Systems Modernization (BSM)
 - Customer Relationship Management (CRM)
 - Transformation
 - Fuels Automated Systems (FAS)
- Interdisciplinary and interdepartmental teams are becoming the norm in industry
- Increased organizational efficiencies



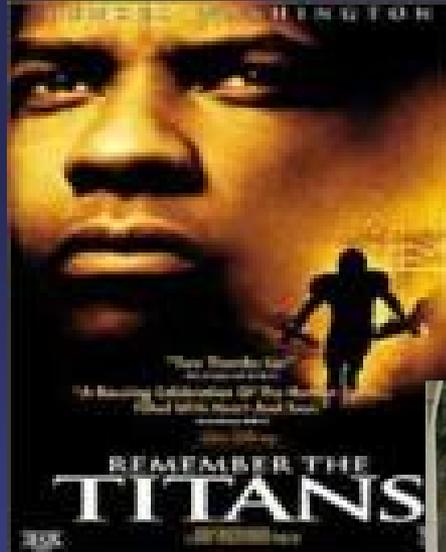
Team Culture

- Empower employees
- Share
 - Responsibility
 - Decision making
 - Information
 - Accountability
- Foster commitment and self direction
- Reward teams, not individuals



Team Development

- Forming
- Storming
- Norming
- Performing



**Key Variables: Productivity
Morale**



Building Effective Teams

- Determine needs
- Establish charter
 - Define tasks and roles
 - Mission
 - Goals and objectives
 - Strategies
 - Norms
 - Resources

- Train
- Assign accountability

•Ground Rules

- Budget
- Admin support
- Space



Team Communication

- Understand yourself and others
- Effective listening
 - Barriers
 - Remedies
- Feedback
 - Timely
 - Specific
 - Useable/applicable
 - Focus on “I” not “You” statements
 - Acknowledge and paraphrase



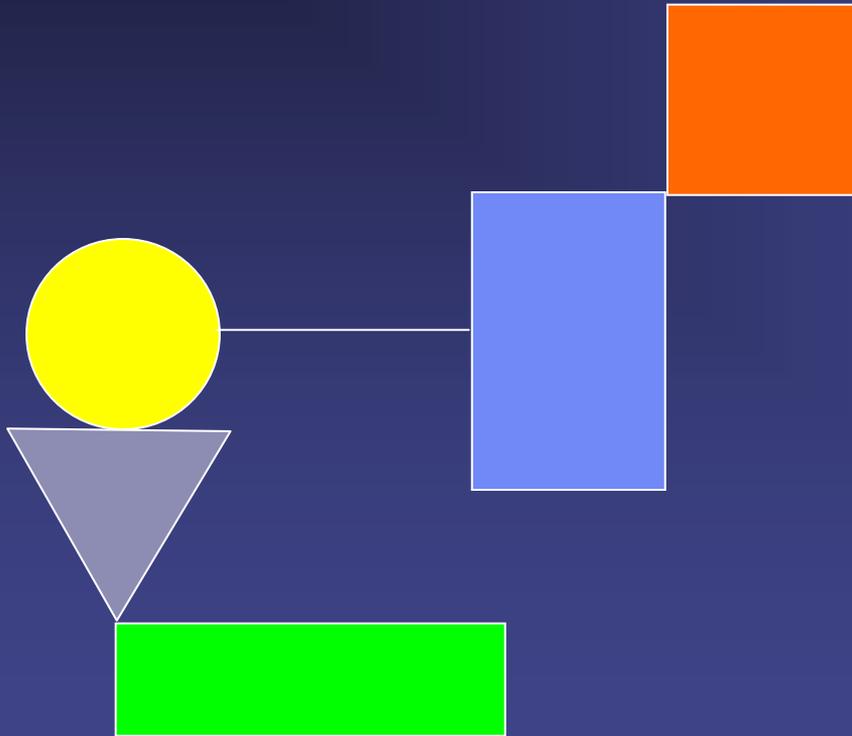
Team Communication

- Meetings
 - Agenda
 - Ground Rules
 - Defined Roles
 - Keep it N.E.A.T.



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Team Communication





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Solving Problems in Teams

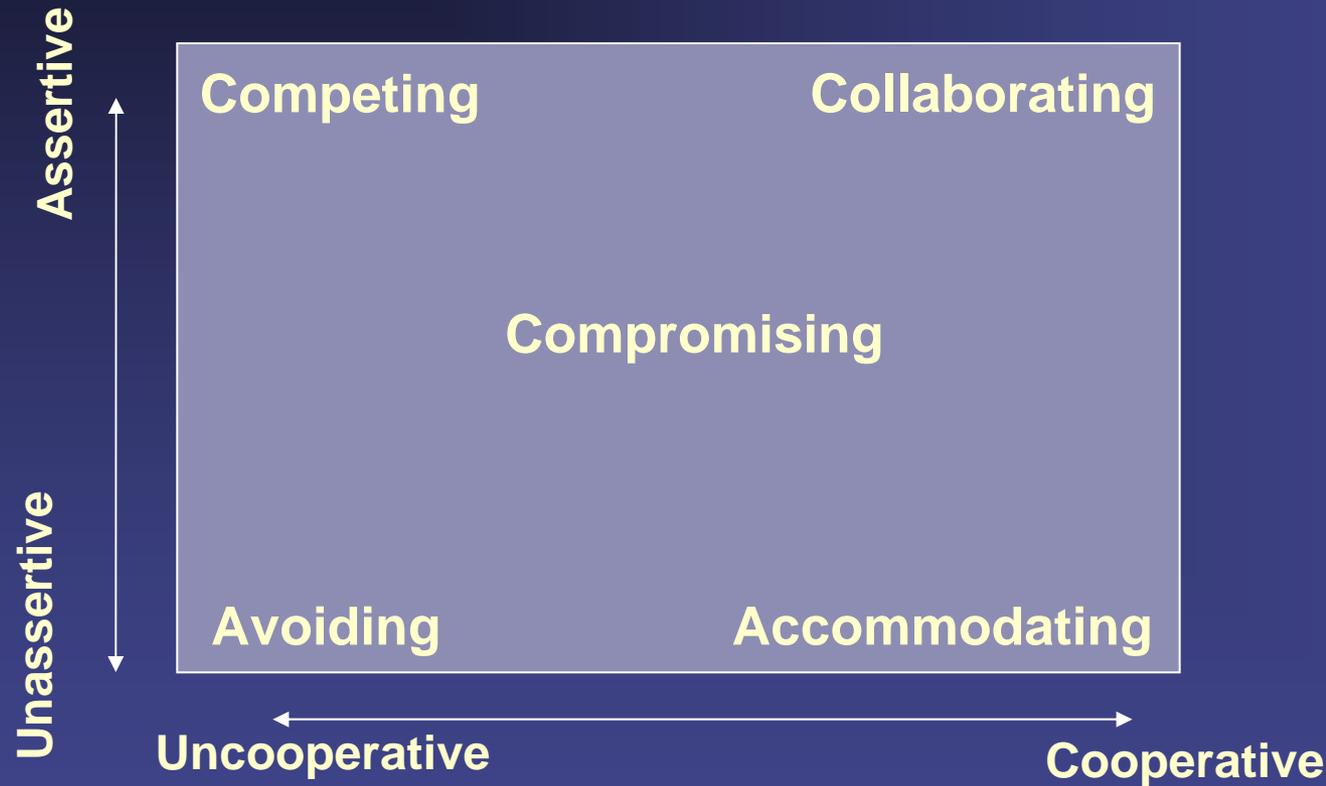
- Nature of conflict
- Identify possible roadblocks
 - Inappropriate leadership
 - Wrong team members
 - Lack of a constructive climate
 - Lack of role clarity
- Handle team disagreements constructively
- Work through conflict

**Steer toward
productive
outcomes**



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Dealing with Conflict



Adapted from "Conflict and Conflict Management" by Kenneth Thomas in The Handbook of Industrial and Organizational Psychology (Chicago: Rand McNally, 1976)



Solving Problems in Teams

- Process for voting
- Process for decision making
 - Brainstorming
 - Multi-voting
 - Nominal Group Technique



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Motivation

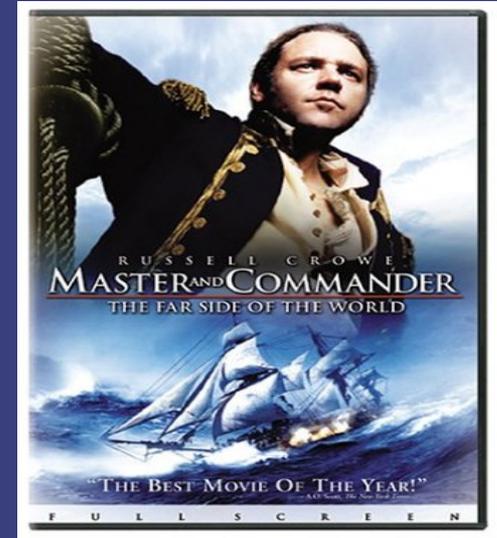
- Ask team!
- Extrinsic
 - \$\$\$
 - Time off
 - Certificates
- Intrinsic
 - Job satisfaction
 - Feeling of accomplishment





Recognition

- Incentivizes team behavior
- Celebrate success!
 - Meeting milestones
 - Motivate workforce
 - Create incentives for future performance





Team Points

- Get to know others on your team – develop trust
- Set up team properly
- Establish ground rules
- Communicate in all forms
- Understand and deal with conflict
- Be committed, be effective
- Establish accountability to team and project
- Pay attention to results



Conclusion

Team work –
Together we can make it happen

