

Recognition and Team Building

David F Connors, PMP
DConnors@PM-Intervention.com
603 380-0556

Learning Objectives

- How to successfully build a team atmosphere.
- How to empower team members successfully.
- Common errors to avoid in a matrix organization.

Team

- The stronger your team members are as **individuals**, the stronger the **team** will be.
- The stronger your **team** becomes, the easier **your job** becomes.

Would you work for ...

You ???

Team Development

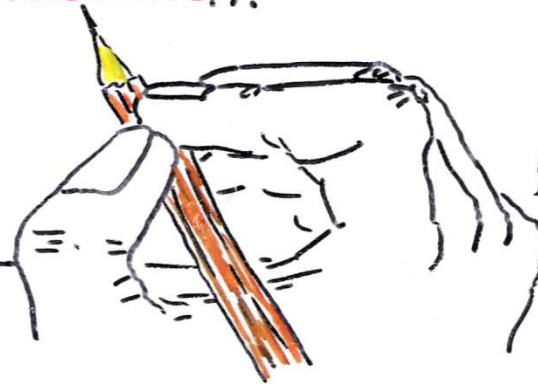


PERSONAL INVENTORY ...

- I LIKE ...
- I DISLIKE ...
- I'M STRONG IN ...
- NOT SO STRONG IN ...
- How INTELLIGENT ...
- How PERSISTENT ...



- THE **PRICE** I AM WILLING TO PAY IS ...
- HOW MUCH **DEMAND** IS THERE FOR MY **SKILL / TALENT**...
- HOW DOES MY CAREER-TO-DATE SUCCESS COMPARE WITH MY **PEER** COMPETITION...
- WHAT UNUSUAL **SKILLS / KNOWLEDGE** DO I POSSESS ...
- HOW MUCH **INCOME** DO I WANT AT THE PEAK OF MY CAREER?
- DO I WANT TO BE A **MANAGER**?
- **WHERE** DO I WANT TO WORK/LIVE?
- HOW MANY **HOURS / WEEK** CAN I WORK?
- HOW MUCH **TRAVEL**...
- HOW MUCH **PRESSURE**...



Your job ...

- This is cleaner and easier with direct reports.
- Help team members set realistic goals.
- Try *listening* !
- Be a coach at both the individual and team level.

Recognition

- Awards
- Promotions
- Informal recognition



Awards ...

- ... are obvious
 - Recognize a **significant** achievement
 - Above the **normal** level of performance expected in the **assigned** job
 - **Sustained** performance improvement is recognized through **merit increases** or

... PROMOTION !

- Even if you cannot provide these yourself, you can **recommend** them !!!

Sustained Performance

(With apologies to Parker Bros.)

• RAISE



• BIG RAISE

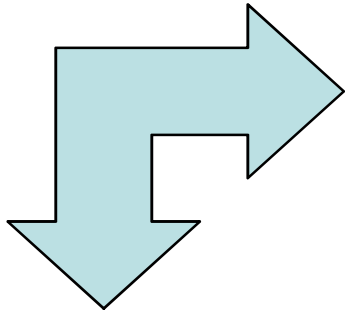


• PROMOTION



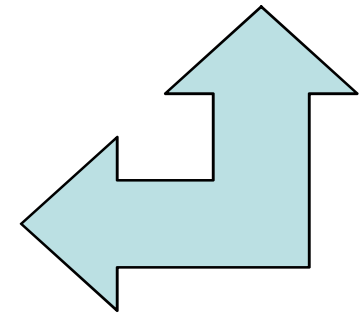
Less Obvious ...

- **Overtime** – Short Lived
 - Can you get him/her OT pay?
- **Good Job Done** – On a task
 - Maybe special assignment
 - Cover for you
- **Good Work** – Consistent
 - New responsibilities, coordination
 - Must appear **earned** not **given**
- **Mid-life Kicker**
 - Provide visibility through assignment



As a **MANAGER** or **PROJECT MANAGER**
Your day-to-day actions are a
constant input to your team.

How you interact with them is
OBSERVED and ...



... Interpreted !!!



Some Quotes and Suggestions ...



Subtle

- I want you to present to _____, can you handle it yourself?
 - Do you NEED me there?
 - Do you WANT me there?
 - Danger: If you go down, you aren't taking me with you.
- Would you represent me at ...
- Do I need to read this before I sign it?
- YOU sign it, it's your work
- Attaboy!
- Attaboy, girl!

More subtle

- Go out of your way to say “Hi” at the mall.
- Introduce your spouse/partner to them.
- Introduce your kids?
- Give a public attaboy, (girl)
- Meet with them in their office.
- If they’re doing the talking, give them your chair during a meeting or conference call.



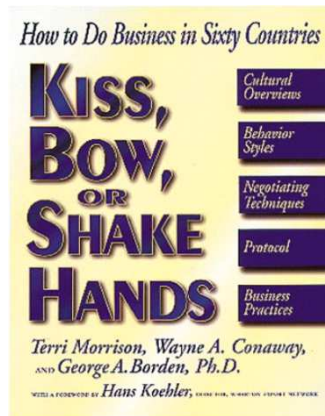
More ...



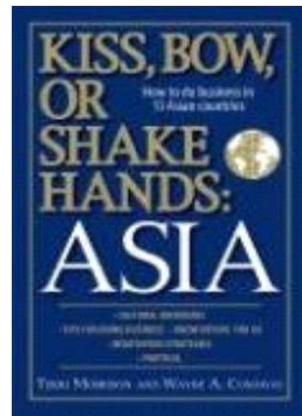
- Get in the boat **with** them.
- You can't be effective yelling "stroke" from the shore.
- Back them up publicly.
- Don't reverse them – **Let them go back.**
- If **you** think they did a good job, say so **before** you get any feedback.
 - If you haven't reviewed it before hand and it was a success, **make it known.**

International Considerations

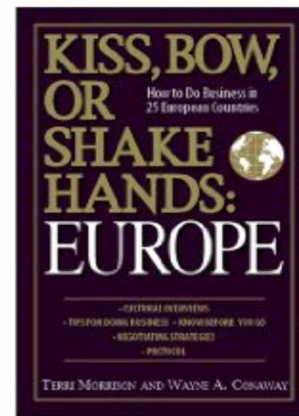
- Learn who you're dealing with
- Be sensitive to their culture
- How do you “team build” when co-location is ***not*** an option?



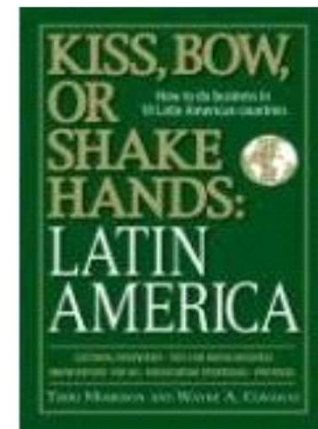
60 Countries



12 Countries



25 Countries



18 Countries

by Terri Morrison and Wayne A. Conaway

Virtual Teams

- Skype
 - Downloadable
 - \$50 buys a camera (\$20 on Ebay)
 - About 50% of systems now have built-in webcam and mike
 - Provides face-time and personal connection
 - Up to 25 people for audio-only discussions

Tools ...

- Collaborative Software
 - Cisco WebEx
 - Screen sharing and demo capability
 - Free on Mac ???
 - GoToMeeting
 - Shared servers are a must in this environment

Other stuff

- One Minute Manager – Ken Blanchard
 - When they blow it, tell them they let you down. Don't forget to praise them when appropriate.
- Theory 'X' Theory 'Y' – Douglas McGregor
 - Give them a job you think they might not be able to do ...

Too Much (of a good thing)

- **Everyone** is an **individual** and deserves to be treated that way. Don't try to cookbook them or it will be obvious to them *and to everybody else.*
- Don't be **predictable**. Your actions will become **expected** and will **cease** to be viewed as **recognition**. If you then **stop**, it will be viewed *negatively.*

Learning Objectives

- How to successfully build a team atmosphere.
- How to empower team members successfully.
- Common errors to avoid in a matrix organization.

Questions



Thank you !!!

- Contact me with questions or comments:
 - DConnors@PM-Intervention.com
 - DavConno6@aol.com
 - Cell (603) 380-0556
 - Home (603) 929-6682