Winningtemp

The Team Success Handbook

Introduction

Speak to ten different people and you'll get ten different answers on what success looks like.

They'll say wealth, status, and recognition; some also measure how fulfilling their lives are or how strong the relationships they have with friends or family are. Success can also be defined by how healthy we are, how good we are at our jobs, how well we express ourselves...the list goes on.

When it comes to team success, we define it like this:

In winning teams - leaders and team members - reach higher results together.

And this is so important because, according to the latest research, high performing and engaged teams see:

- 81% less absenteeism
- 18-43% less turnover
- 18% more sales
- 10% more customer loyalty
- 23% more profitability

So it's a compelling business case to have successful teams. That's why in this handbook we'll show you:

- What true team success looks like
- What defines a winning team
- What the biggest challenges facing teams are
- The secret ingredients for team success
- How to find The Winning Difference in your team

What is team success?

First of all, a team can be a department, project group, cross-functional team or the company as a whole. For us, team success goes beyond meeting targets. Team success is measured by the journey each team goes on, the relationships between team members, and the collective growth experienced by everyone.

And the root cause of how successful your teams are is culture.

What defines a winning team?

Our definition of a winning team is "a healthy and successful team that collaborates, communicates and innovates...together."

If you'd like to achieve this, your team must go beyond their individual achievements and create a culture of collaboration, innovation, and shared accomplishment.

Because a winning team typically has:

1. Great communication and collaboration
A winning team excels in collaboration and communication. Team members actively engage with each other, share ideas, and work cohesively towards common objectives.

2. The ability to innovate and adapt
Winning teams are not afraid to innovate. They embrace change, continuously seek improvement, and are adaptable in the face of evolving challenges.

3. Individual value and recognition
Each team member in a winning team feels valued, knowing their unique skills and perspectives contribute to the overall success. Employees who receive great recognition are 20 times more likely to be engaged as employees who receive poor recognition.

4. Courageous leadership
Leadership plays an important role in defining a winning team, because it creates an environment where team members feel supported, empowered, and inspired to overcome challenges.

5. Positive team culture

Finally, a positive team culture is the bedrock of a winning team. It encompasses trust, transparency, and a sense of belonging. In an environment where team members feel psychologically safe, they are more likely to contribute ideas, take risks, and collaborate effectively, leading to sustained success.

What are the biggest and most common challenges for teams?

No team is born perfect. Getting to a place of harmony where everyone works in unison takes time, effort, and patience. It doesn't happen overnight and there's going to be plenty of challenges to overcome.

This is no bad thing. All of the greatest teams in history have had to overcome an element of adversity. But what do these challenges look like and what should you expect? Let's get into it:

1. Conflict within teams

This is the biggest challenge of them all. Despite our best intentions, sometimes it's impossible to avoid conflict within teams (we're all human after all). Conflicts are a natural part of team dynamics, but when left unaddressed, they can escalate and disrupt productivity.

According to HBR, "Conflict management is one of the biggest fears held by new managers, and for good reason. In the UK, around 38% of employees experience interpersonal conflict per year, and in the US, employees spend almost three hours involved in conflict every week. Plus, since the pandemic began, more people are working in remote and hybrid work environments that make it harder to spot and avoid conflict when it happens."

Resolving conflicts requires active listening, effective communication, and a commitment to finding mutually beneficial solutions. Encouraging a culture where conflicts are viewed as opportunities for growth and learning can contribute to a healthier team dynamic.

Did you know?
Conflict can consume up to 40% of a manager's time.

2. Managing hybrid working

We love hybrid working but it can be challenging when all members of a team aren't in the same place at the same time. Balancing remote and in-office collaboration requires deliberate efforts to ensure seamless communication, maintain team cohesion, and address potential disparities in workload and visibility.

Did you know?
As of 2023, 12.7% of full-time employees work from home, while 28.2% work a hybrid model - and it's a figure that is only going to grow.

3. Dealing with sick leave and absence

Team dynamics can be significantly impacted by unplanned absences due to illness or personal reasons. And with the number of workers taking sick leave hitting a ten year high, the case for better absence management is a strong one. Effective absence management involves clear communication, contingency planning, and a supportive culture that emphasises the importance of wellbeing.

4. Navigating toxic workplaces

Toxic workplace environments affect team morale, hinder productivity, and lead to increased turnover. According to Mckinsey, more than 60 percent of negative workplace outcomes are due to toxic workplace behaviour. It's why recognising signs of toxicity and addressing them straight away is essential.

Creating a culture of open communication, providing avenues for feedback, and implementing conflict resolution mechanisms can help mitigate the impact of toxic elements within the team and the wider workplace.

5. Dealing with external stresses

The world is a stressful place and there are any number of external factors that can impact your team. Global events, economic uncertainties, or societal challenges can all play a role in creating additional stress.

For example, when <u>Gallup asked managers what changes their organisation made in 2023</u>:

- 64% said employees were given additional job responsibilities
- 51% cited the restructuring of teams
- 42% reported budget cuts

Leaders should be mindful of this, provide support, and encourage a collective approach (where possible) to dealing with external stress.

The secret ingredients for team success

From our experience, there are certain things that, when done well and put together, form the perfect recipe for team success. So, if you want to cook up some of the most successful teams going, here are the ingredients you're going to need.

1. Clear role descriptions

<u>According to Gallup,</u> only half of employees strongly agree that they know what is expected of them at work. It's why clear job descriptions are key for team success. First and foremost, they align expectations within the team by providing a detailed framework for each member's roles, responsibilities, and expectations. This alignment improve unity and collective purpose, enhancing team cohesion and collaboration. Job satisfaction is also positively impacted, as team members understand the importance of their contributions and are aligned with tasks that match their skills, promoting fulfilment and achievement.

Do this...
- Make sure roles and responsibilities are clear and well-defined.
- Empower individual team members by giving them a roadmap of where and how you see them developing.
- Allow individuals to take ownership of their tasks to help foster a sense of autonomy.

2. Aligned goals

Set and work towards meaningful goals together. When everyone knows what they are working towards - and the role they play in getting there - there's more meaning and significance in their work. This level of understanding boosts both engagement and job satisfaction. Aligned goals also foster a sense of unity and purpose, ensuring every team member is working towards a common objective.

Do this...
- Involve the team in setting meaningful goals that align with their purpose.
- Ensure any goals you set are challenging but still reachable.
- Make sure hitting goals - and making progress towards them - are celebrated by the whole team.

Did you know?

Guided Temperature Meetings are an easy way to discuss temperature scores, commit to solutions and follow up on the progress - with zero preparation and 100% engagement!

3. Have each others' backs

Be your team's biggest fan, their number one cheerleader, and their protector all rolled into one. Fight their corner, stick up for them, and make sure they know that they are safe with you at the helm.
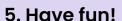
Do this...
- Be empathetic, because empathy is everything. Listen to your team, understand their concerns, and act on them where necessary.
- Share success stories of how the team's work has made a positive difference.
- Develop a positive and supportive work culture where team members feel valued, respected, and connected.
- Encourage open communication, collaboration, and trust.

4. Innovate together

This kind of trust creates an environment where innovation and creativity can flourish. When employees trust their ideas and suggestions will be valued and considered, they are more likely to share their innovative and creative insights without fear of judgement or backlash.

Do this...

- Brainstorm together.
- Share ideas frequently.
- Learn from each other.
- Do this all in a way and in a space where people feel confident enough to be their true selves.

5. Have fun!

Bringing an element of fun into the workplace is a crucial ingredient for cultivating high-performing teams. When employees enjoy their work and find it engaging, it contributes significantly to job satisfaction and overall team morale.

A fun work environment fosters a positive atmosphere where team members are motivated, collaborative, and more willing to go the extra mile. It not only reduces stress but also enhances creativity and innovation as employees feel encouraged to think outside the box.

Furthermore, a workplace that values enjoyment and good fellowship builds strong interpersonal relationships among team members, creating a sense of belonging and loyalty - and building team spirit.

Do this...

Here's the best bit! Do you know what, if you follow the tips we've given you, you'll already be making work fun and your team members will thrive in the environment you've created for them.

The Winning Difference

Constant communication is key for team success. We know that if your team shares honest feedback (through face-to-face meetings and in pulse surveys) and if this feedback is acted upon, leaders have the power to create successful teams.

Feedback serves as the compass guiding growth and acts as the cornerstone of improvement. However, the true magic lies not just in offering feedback but in following it up. Organisations that embrace a culture of continuous feedback, follow-up, and improvement (all based on data and listening to their employees) witness increased engagement, higher retention rates, and a positive, innovative work environment.

Without action, collecting data means nothing.
And without the right data, action is pointless too.
So how can you easily support your team?

Data + Action = The Winning Difference.

Anyone can send out a survey, get people's opinions, and collect some data. Then what? We don't just hear what participants are saying; we listen and do something about it. We equip leaders with insights to start making small meaningful differences. With every small change, we take steps towards creating a company culture where everyone succeeds together. And that's The Winning Difference.

Let's sum it up!

All of the above results in engaged, committed, and happy teams who work towards a shared goal in a culture where they feel safe, respected, and heard.

It sounds simple to get right but we know how tricky it can be. And that's why we're here to help. Trying to do all of this on your own is a tall order. However, with Winningtemp at your side, it gets much easier. You get data at your fingertips, can see at a glance how your team is feeling about work, and, crucially, you're empowered to act on the data.

When you use Winningtemp, you can keep track of how your employees feel about work at any given time. We have over 20 different categories - that we call temperatures - that help each team easily spot areas they're performing greatly and where they need to put in extra work.

The temperatures were developed together with leading research scientists at Gothenburg University. Each category's temperature measures one specific area that affects organisations' biggest challenges; employee engagement, employee turnover or sick leave.

Tracking these different temperatures is what gives you The Winning Difference and is everything you need for sustained team success.

If you want to see how Winningtemp can help you on your way to next-level team success, we'd love to show you.

Reach out today

Winningtemp