The Team Approach

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Developing a Team:

#Everyone In

Developing the team is everyone’s job, not just the Team Leader

LEADER’S ROLE

• Provides a welcoming, safe, and nurturing environment, “Sanctuary”
• Provides a framework/basic structure for day to day activity
• Provides support by modeling and guiding the team
• Provides the tools and resources necessary for team members to be able to perform their job
• Clarifies and sets expectations
• Keeps the team healthy, builds, monitors, and maintains team morale
Count me in!!!

TEAM MEMBERS’ ROLE

• Be true to yourself, use your unique talents and gifts to enhance and balance the team

• Engage in open and honest communication

• Get to know one another by sharing your experiences and ideas

• Actively participate, “don’t be a lone wolf”

• Work together to create team agreements, “ground rules”

• Help each other, have each other’s back
Culture of the Team

- Establish Rituals and Routines: On-going team building, monthly breakfasts, potlucks, activities/games
- Holidays/Celebrations: How do we celebrate holidays, birthdays?
- Celebrate Successes: How do we acknowledge team member successes and clients successes?
- Death/Loss: How do we cope with the death of a client or team member, how do we mourn/grieve loss?
- Conflict: How to avoid, how to resolve?
Diversity is what will make the team most effective, the ability to connect with a diverse population. Keep in mind, that just because someone looks like you or has the same background as you, that does not mean that they will feel the most comfortable with you. It can go either way!

Influences: racial background, cultural or religious background, family customs/values, identity (male/female/transgender, immigrant, mother, student, etc.), personal history (life experiences), values/morals, personal world view
Diversity (continued)

- Need to recognize, appreciate, and tolerate each other’s differences
- Sometimes just need to “agree to disagree”
- ALWAYS practice mutual respect towards one another
- NEVER judge, “observe” rather than “evaluate”
- There is no one “right” way. Try to learn about each other and remember that we all approach things differently
Work Styles:

- Planner/organizer
- Go with the flow
- Action/outcome oriented “doer”
- Process oriented “thinker”
- Multi-tasker
Communication Styles

- Slow talker/processor
- Fast talker/impatient interrupter
- Reserved/quiet, needs space, time alone
- Story teller, long-winded
- Just the facts, straight to the point
- Passionate tone, “let’s spread hope and help to end homelessness today”
Tell your team what you need:

- What I need in my workspace/environment
- What I need from my teammates
- What I can bring to the team (core gifts/skills/strengths)
WE ARE A FAMILY LOVE EACH OTHER BE HAPPY EVERY DAY LAUGH ALOT RESPECT ONE ANOTHER USE KIND WORDS ALWAYS TELL THE TRUTH SAY PLEASE & THANK YOU NEVER GIVE UP KEEP YOUR PROMISE FORGIVE EVEN WHEN ITS HARD BE TRUTHFUL

Create Ground Rules:

Meeting/Huddle etiquette
What to do when conflict arises
Mutual expectations
Collaboration
Communication
Safety
Avoiding Conflict:

- Cliques: Keep mixing it up!
- One person dominates: Provide facilitation
- Difference of opinion: Attack the issue not the person
- Workload distribution: Equal outcomes, one person’s success is the team’s success!
- Personality Conflict: Mutual respect, professionalism
When Conflict Happens:

After the “heat” of the moment, sit down and talk to one another

Transparency is better than bottled up resentment

No shaming, blaming, or finger pointing

Determine if the conflict is a team conflict or personality conflict

Seek assistance with conflict resolution or mediation if necessary

Remember: Interpersonal conflicts disrupt the whole team
Celebrate Successes:

Team breakfasts/lunches

Share success stories/brag a little

Create a ritual for every time a client graduates from a program or moves into housing
Self Care:

Replenishing hope days

Take breaks/eat lunch!!!

Team building activities

Team check-ups: are we meeting our goals, is the work load manageable, how is communication?
Let’s Make a Difference Together!!!!