



THE SIX ESSENTIAL SKILLS NEEDED TO EFFECTIVELY MANAGE YOUR TEAM

1. **ABILITY TO CLEARLY COMMUNICATE YOUR MESSAGE WITH A DIVERSE GROUP OF PERSONALITIES AND AGE GROUPS.** It is critically important that you are comfortable with communicating to countless personality types. You must be able to connect (one-on-one) with a diverse staff and have the ability to express your desires in a clear and concise manner - where there is NO doubt you are understood.
2. **CONSISTENCY WITH BOTH YOUR MESSAGE AND YOUR BEHAVIOR.** If the objectives are confusing, failure is almost certainly guaranteed. In every organization there are shifts in the message and direction. When this occurs, take immediate action in communicating the changes. Equally important is your BEHAVIOR. If you tend to jump to conclusions and overreact to situations, your team will not feel comfortable coming to you with questions or problems. Learn to take a breath, smile, and relax so that your staff, peers, and upper management perceive you as a "cool headed" problem solver during stressful situations.
3. **THE ABILITY TO LET GO - EMPOWER AND TRUST YOUR TEAM.** Employee involvement is a management and leadership philosophy that enables people to contribute to continuous improvement and the ongoing success of their organization. Solicit feedback on prospective decisions from those affected by them. That's part of what a team is all about, right? Set your guidelines and let your staff (who are the closest to the problem) make decisions to build trust and accountability.
4. **KEEPING YOUR TEAM AND YOURSELF MOTIVATED.** It starts and it ends with you. If you sense people are uninspired and off balance, they probably are. Once an individual's paycheck is able to pay for their basic needs, money usually becomes one of the least important factors in job fulfillment. Meaningful work, the ability to make a difference and a contribution - these are some of the things people need to be truly motivated and inspired at a job.
5. **UNDERSTANDING THE POWER OF RECOGNITION AND PRAISE.** Recognition and praise is vital! Reward your team for their POSITIVE influences on the TEAM efforts VERSUS highlighting individual performance "numbers" - certainly individual performance is important but the emphasis should be on the team and behavior not numbers.
6. **BUILDING THE RIGHT CULTURE.** Successful teamwork depends on a work culture that values collaboration, teamwork, respect, and FUN! Don't allow rude or disrespectful people to impact your team. These folks are toxic and should not be tolerated. This truly is the time to remember how allowing toxic people impacts culture and tolerating negative behavior(s) impacts how people perceive you as a leader. Reward good behavior, performance and the team's contributions to the organization.