Building Capital "T" Teams with Team Agreements

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Background:
- Passionate Trainer, Coach and Author
- Over 25 years of hands-on technical experience
- 11 years experience with Agile methodologies
- Principal agile coach at Bank of the West
- Facilitator of multiple online MeetUp groups
- A2ZAgility founder

Personal mission:
Embrace happiness and creativity by bringing psychological safety to the workplace

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A team is not a group of people that work together. A **team** is a group of people that **trust each other.**

— Simon Sinek

AZ QUOTES

FIRST DATES

3 Hours later

Cultural differences

| What?	So What?	Now what?
People have different system of defaults, different expectations	Unrealistic expectations, frustration, unhealthy conflicts, lack of psychological safety.	Make everybody aware, align expectation, find a common ground.

the CULTURE MAP

BREAKING THROUGH THE INVISIBLE BOUNDARIES OF GLOBAL BUSINESS

ERIN MEYER
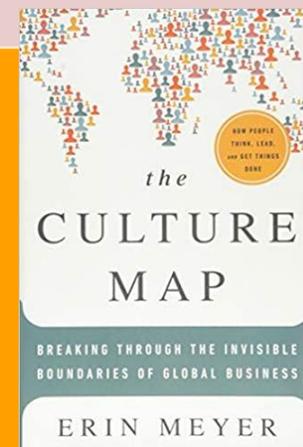
Table Team Discussion

What cultural habits would you feel comfortable to share with your table team?

Credit to Rawpixel Ltd

Team Logistics

What?	So What?	Now what?
Team members in different time zones, different communication preference, etc.	Ineffective decision making, frustration, anger.	Make everybody aware, find what works for everybody, set up expectations.
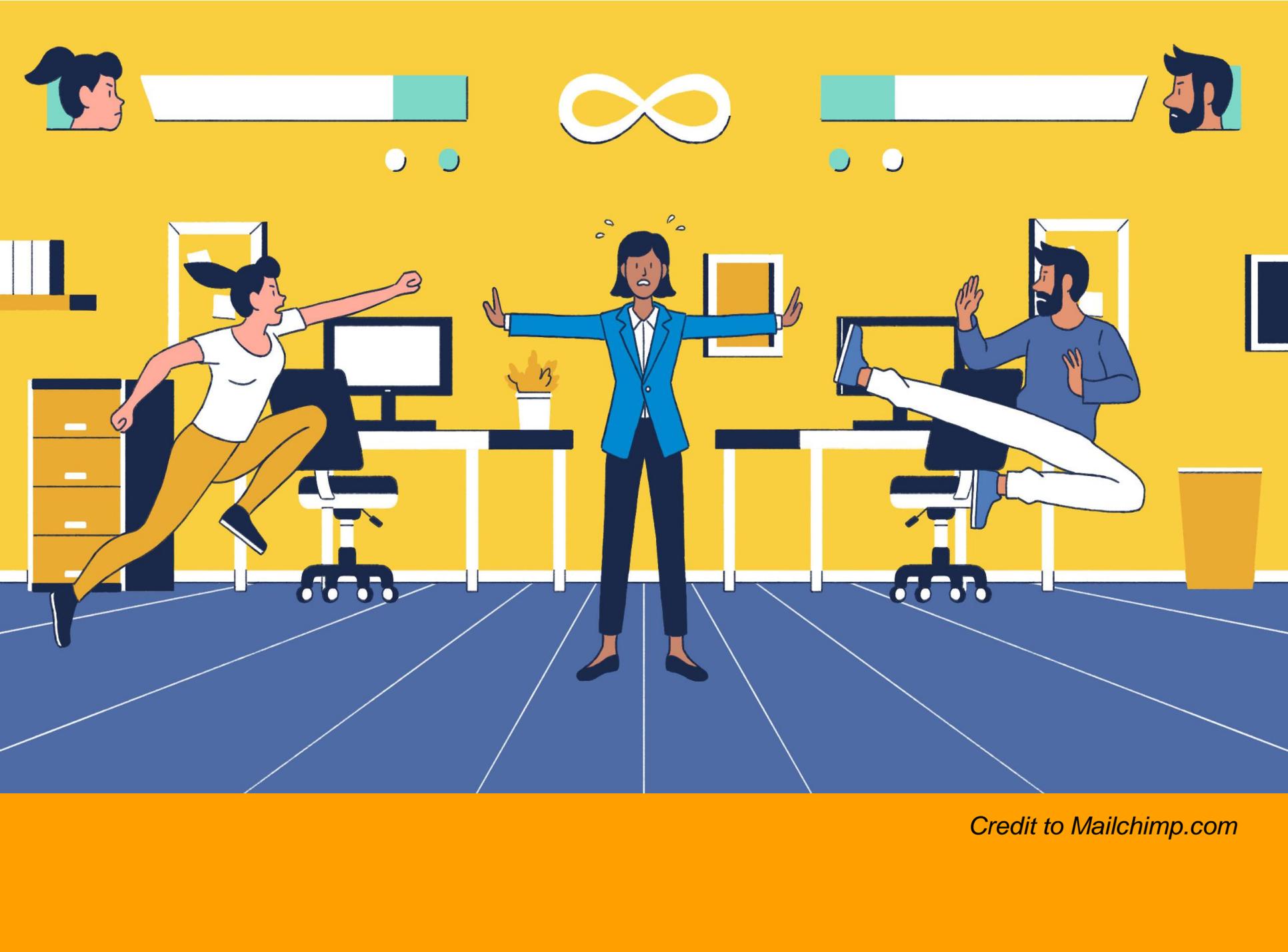
Conflict Resolution

What?	So What?	Now what?
Conflicts cannot be avoided; they happen every day.	Bad conflicts can ruin teams, good conflicts help teams' maturity.	Agree on conflict resolution approach.

"Aristotle" at Google

What Makes a Team effective?

Aristotle - "the whole is greater than the sum of its parts"

- ✓2 years;
- ✓180 teams; and
- ✓250 attributes.

The five keys to a great team

1 Psychological Safety
Team members feel safe to take risks and be vulnerable in front of each other.

2 Dependability
Team members get things done on time and meet Google's high bar for excellence.

3 Structure & Clarity
Team members have clear roles, plans, and goals.

4 Meaning
Work is personally important to team members.

5 Impact
Team members think their work matters and creates change.

re:Work

What's Psychological safety?


Professor Amy Edmondson
Harvard Business school

"**Psychological safety** the shared belief that a team is safe for personal risk-taking…that the team will not embarrass, reject or punish someone for speaking up."

Diverse Teams

Credit SHRM

4 Stages of Team Development
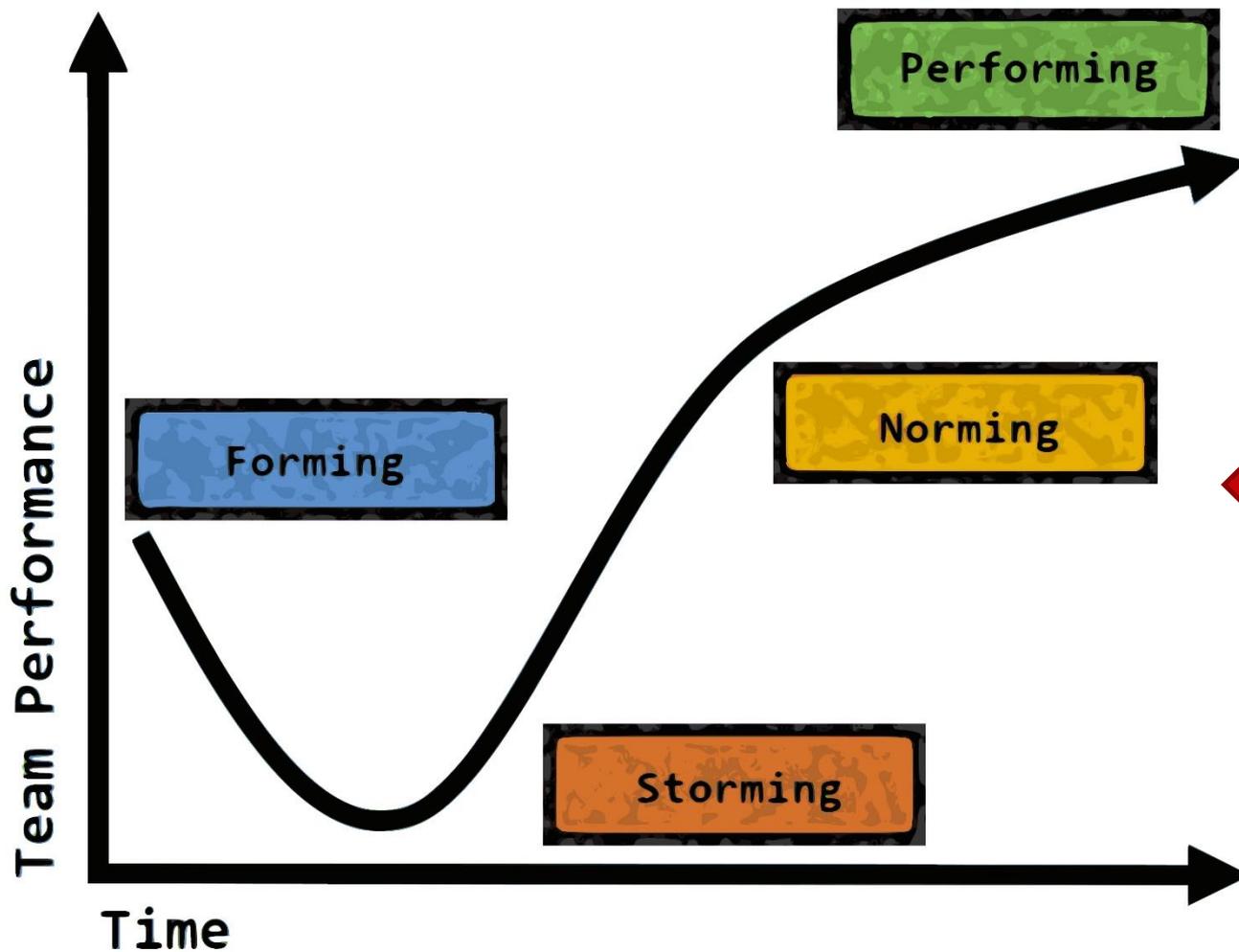
Make it shorter

A team agreement is **a set of values, principles or behaviors that a team uses to improve their communication, build trust and keep each other accountable**. This contract can cover territory such as how members will work together, make decisions, communicate, share information, and support each other.

Team Agreement - Step by step

Why?

Collect the Ideas

Cluster

Vote

Make it Visible

Inspect & Adapt

Table Discussion

- What specific areas besides the ones discussed earlier in this talk would you like to include into a Team Agreement for your teams?
- Pick one of the areas and discuss how would you address it in a Team Agreement for your teams