

3 Spires Learning

3 Spires “Light” Learning Team Leader Toolkit - Employee Engagement



Managing Teams – What To Expect From Team Members In A Meeting

“Developing Tomorrows Leaders”

Managing Teams

“What To Expect From Team Members In A Meeting”

How To Use This Toolkit

Different team leaders are at different stages and this toolkit provides a basic guide from which team leaders can pick and choose topics they need support on.

Working successfully in teams does not necessarily come naturally to many of us; it is an acquired skill in need of guidance and support.

This toolkit provides practical hints and tips on areas such as team leadership, performance and communication.

It aims to aid managers when they are looking for practical ideas on how to address issues raised in everyday situations.

Each section covers the following areas:

1. Using this section
2. Practical hints and tips
3. Comments from top scoring managers
4. Questions for you

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Using This Section

If you haven't had much experience or practice, participating in meetings (either by presenting information or contributing to discussions) can be daunting.

This tool gives some practical tips to help you participate effectively.

Practical Hints And Tips

- Use the following checklists to make sure you are ready and prepared:
 - Be clear what you want to achieve.
 - Decide what information you need to get across facts/figures/opinions/ideas, etc.
 - Put the information into a clear, logical order.
 - Take account of who will be there and what they already know to pitch the level of your input.
 - Prepare any visuals - flips, overheads, screens, samples, etc and make sure you are comfortable about how to use them.
 - Decide if you need to prepare any supporting notes and if these should be circulated in advance.
 - Structure your input - introduction, 'meat', conclusions, recommendations.
 - Anticipate likely questions or contentious issues and how you will handle them.
 - Check you have sufficient time to do what you need to do at the meeting. If not, either amend your input or negotiate more time.

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Manage Your Input

During Your Presentation Or Discussion:

- Draw people in to comment or answer questions, so that the spotlight is not entirely on you
- Explain any jargon that may be unfamiliar to some people
- Say if you don't know or get muddled - your team will be with you!
- Make lots of eye contact to keep everyone interested.
- Be brief, don't ramble; keep focused on your goal
- Be sure to talk loudly enough so everyone can hear; stand up if it helps
- Contribute effectively

If You Are Involved In A Team Discussion Or Debate:

- Listen carefully to other views and ideas, don't spend all your time planning what you want to say.
- Support and build on good ideas; don't put them down just because someone else thought of them or you're not sure how they would work.
- Don't talk over others - they won't be listening. Say 'can I just say something....' and wait for silence.
- Make sure you're sitting in the team, not out to one side so you can see and hear and be seen and heard.
- Input your views, experience, ideas as appropriate.
- Be clear, brief and to the point and then say 'would you like more detail?'
- Question and constructively challenge others if they are unclear or appear illogical or irrelevant but don't be sarcastic - it's probably you who's confused!.
- Get more actively involved by offering to scribe/keep notes/act as timekeeper. These jobs can increase your visibility and influence.
- Suggest tools that might help your team to be more effective and get everyone involved.

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"It is important to give everyone a chance to take part in meetings, sometimes the best ideas come from the quietest team members who need to be encouraged to contribute"

"I try to remind all team members to take our objectives and those of the organisation into account, whatever topic is being covered in the meeting"

Questions For You

1. Do certain members of your team contribute more than others in team meetings?
2. Does everyone receive an equal opportunity to contribute?
3. Do you consider their individual knowledge levels before using jargon, or historical references they may not be aware of?
4. Have all team members been taught effective presentation skills?
5. Are any team members afraid to speak out during meetings?

Hint

- **Relax! Try and focus on the team rather than yourself.**
- **Visual aids are important, they make inputs more interesting and memorable.**

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