

2018 Midwest Multifamily Conference

Us vs. Them: Bridge The Gap To Unite The Office & Maintenance Teams To Work Together As One

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Bridge The Gap

A team is defined as a group of _____ working together
joining in a _____ activity.

All action performed by the group should be geared toward reaching a common goal with each

member having unique responsibilities.

Teamwork happens when the group collaborates, maxing individual skills and providing feedback working through any personal conflict between individuals to achieve the

_____.

Service Partners = Happy Team = Satisfied Residents

We are each other's service partners. When we serve our team first then all will succeed within their roles all resulting in an improved overall resident experience.

Creating A Dream Team

As the leaders of management, leasing and maintenance of the community we need to bridge the "negative gaps" to connect and communicate to effectively work together.

It is less _____ and more _____.

WHY IT MATTERS: RESULTS & BENEFITS OF TEAMWORK

T= _____

E= _____

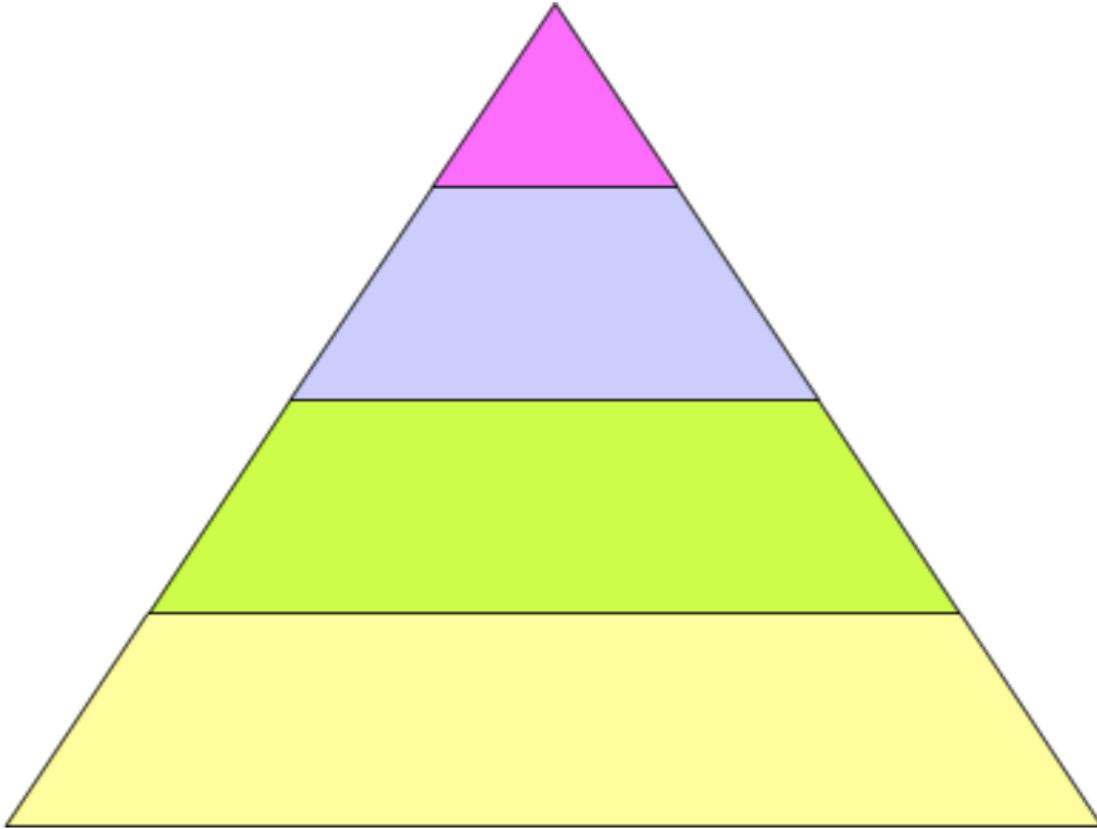
A= _____

M= _____

"We cannot do great deeds unless we're willing to do the small things that make up the sum of greatness." -- Theodore

United & Effective Team

Inspired by the book, "The Five Dysfunctions of a Team"; Patrick Lencioni



If you want a great TEAM, Be a Great _____ .

Teamwork is less " _____ " and more " _____ "

YOUR Role As An Effective Team Player

- *Be Reliable Dependable and consistent.*
- *Active Participant & Self Directed* Don't wait for what needs to be done & how to do it. Jump in!
- *Cooperate and Pitches* Lend a hand when needed.
- *Flexibility & Adapts To Change* Remain flexible & open to change.
- *Problem Solver* Be aware of issues and determine what are the options and possible solutions.
- *Acts in a Respectful & Supportive Manner* Be courteous and considerate. Follow the golden rule.
- *Be A Motivator* Determine what motivates colleagues and use this to boost spirits and keep them moving!
- *Know Other's Roles & Responsibilities*

Building An Effective & Strong Team

What Is Your Role & Responsibility To Achieve Team Goals?

The acceptance of responsibility means that, as President Harry Truman said, "The buck stops here." If you run into an obstacle, have a setback or making excuses rather than accept responsibility— it can mean the difference between team success and failure. By having crystal clear roles and responsibilities gives each team member the road map of expectations and accountability to achieve the team goal and mission. Have Clear Position Descriptions & Expectations: Clearly defines what each team member's fence of ownership, duties, task and areas of responsibilities. It also serves as a set of defined expectations of results or outcomes. Cross Training: Learn, know and appreciate each other team member's importance in their role by walking in their shoes plus it will strengthen the customer service experience.

Team Goals & Purpose: A Mission With Vision

GOAL is an objective, aim, ambition, target or aspiration that drives the team forward.

One of the main purposes for creating a team is to achieve a _____.

SETTING GOALS:

It's not only important for you to know the company vision or community's goals – It's critical to direct all actions toward achieving that goal.

The Benefits of Goal Setting:

- 📺 Increases pride, satisfaction & self-confidence
- 📺 People who set goals suffer less from stress, experience less anxiety and can perform better
- 📺 Separate what is key/critical vs. what is irrelevant
- 📺 Stay on course for success

BE SMART: SET GOALS EFFECTIVELY

S = Specific-an effective guide for team performance; results that are needed to hit the goal

M = Measurable-define metrics for success. May include deadlines and timeframes to achieve goal.

A = Attainable-to increase likelihood of achieving goals. Smaller steps to move you forward

R = Realistic- aim high enough for a challenge. Will not waste time or resources

T = Tangible-outcomes and processes are likely to be specific, measurable and attainable

Communication

Did You Know? _____ % of team issues are due to lack of information or communication.

Good communication is common thread of successful teams. Maintaining meaningful communication will keep team members informed with updates and general got-to-know points to get and KEEP everyone on the same page. This can build and strengthen the level of trust in the team with a commitment to communicating goal updates. Communication also improves the level of respect of others and that everyone is taken seriously.

Tips To Increase Communication: Best Practice Ideas

SUPPORT & APPRECIATION: HAVE AN ATTITUDE OF GRATITUDE

"Appreciation can make a day, even change a life. Your willingness to put it into words is all that is necessary." – Margaret Cousins

It is human nature to want to be appreciated. Appreciation can be shown from a simple verbal acknowledgement, a surprise gift to a bonus in pay. Countless studies show that we work harder and are happier with our jobs when we are given credit and appreciation for a job well-done. Recognizing the value of fellow employees is one of the most simple, and often the most cost-effective methods to building positive relationships within the team. Employee recognition can motivate, inspire and engage members, which manifests into higher retention rates, lower turnover and greater satisfaction. All should be aware of praise opportunities or when team motivation is needed. Team members should be aware of each other's needs and achievements by supporting each other to succeed.

MOTIVATION IDEAS:

"Lavish praise on people and they will flourish." –Richard Branson

30 Days To The Dream Team

- ‡ Are all 5 successful functions of a team are intact: foundation of trust, less conflict, commitment, accountability and desired to achieve results?
- ‡ What areas need improvement to build a strong team? Action steps?
- ‡ Leadership is strong leading to form and maintain a successful team
- ‡ Develop an effective method of team feedback and communication
- ‡ Does everyone have clear job description and responsibilities?
- ‡ Does each member know what exactly is expected of them?
- ‡ How can you maximize strengths of each team member?
- ‡ Define SMART team goals to guide team performance
- ‡ Develop purposeful plan and action steps to achieve goals
- ‡ Create goal and/or vision board to get there and track progress
- ‡ How can you expand and build on the progress?
- ‡ Schedule & complete Cross Training to understand & appreciate each other roles & positions
- ‡ How specifically can you improve team communication?
- ‡ Team Think Tank: Brainstorm biggest challenges, find solutions & create an action plan
- ‡ Having fun? Develop a monthly team building event with a new leader every month
- ‡ Determine what motivates each team member and tap into it to increase results
- ‡ Say thank you praising teammates everyday at every opportunity
- ‡ Develop an Attitude For Gratitude to motivate and inspire