

# Building Team Relationships

When Google analysed their teams' effectiveness, they found that what really matters is not so much who's on the team, but how they work together. As a team leader you play a key role in shaping the environment where everyone can thrive and do their best work. It's about creating a climate of trust, purpose, meaning and safety. Here are a few of our top tips, and some inspiring resources, to help you do just that.

## ROLE MODEL HEALTHY HIGH PERFORMANCE

Team leaders frequently face significant pressure, so it is all the more important to care for your own wellbeing. When your team members see you do this, it sends a powerful message that high performance and personal wellbeing go hand in hand.

- Ask for feedback from your team on how well you do this.
- Model healthy boundaries – be mindful of out-of-hours contact.
- Check-in on your energy levels. How well are you sleeping? Are you eating well, and finding time for physical activity?

## INVEST IN TEAM RELATIONSHIPS

Here are some top tips for building positive team relationships, built on trust.

1. Get to know your team. What makes them tick? What's important to them both professionally and personally?
2. Share your own experiences and personality.
3. Communicate regularly.
4. Celebrate your team's success.
5. Make time to check-in on how your team are feeling, and proactively monitor pressure.

**The whole is greater  
than the sum of its  
parts.**

Aristotle

## FIND THE FUTURE FOCUS

When a team is under pressure, stress builds up and negative thinking can set in. As a team leader, you can help your team get unstuck and prioritise what's important. Here are 3 powerful questions to unlock new ways forward.

1. What's the current reality?
2. What is the desired outcome?
3. What are the first steps to make it happen?

## LEVERAGE STRENGTHS

A resilient team is confident in their ability to face setbacks and challenges. A good place to start is to complete a strengths inventory with your team.

What 3 things does your team do brilliantly?

People who have the opportunity to focus on their strengths are six times as likely to be engaged in their jobs

StrengthsFinder 2.0, Tom Rath and Gallup.

## BE INSPIRED

Ready to find out more? Here are some of our favourite talks and books to help build team relationships

[Creating an environment that supports psychological safety](#), by Amy Edmondson

[The SCARF Model](#): understand your social brain

[How to have a good conversation](#), TED Talk by Celeste Headlee

[Is your iceberg melting?](#) Talk by John Kotter

'Crucial Conversations: Tools for Talking When Stakes Are High', by Kerry Paterson, Joseph Grenny, Ron McMillan and Al Switzler (McGraw-Hill, 2002)

'The 5 Dysfunctions of a Team' by Patrick Lencioni