



HOW TO BUILD TEAMS

THAT REALLY WORK

A QUICK GUIDE FOR HR





INTRODUCTION

HR have long recognised the value of effective team work. But identifying the elements that knit disparate people together to form an effective unit has often proved elusive.

For example, a landmark study by Partners in Leadership suggested that the key issue is accountability. It postulated that the business world is in the midst of an accountability crisis, which is hampering its ability to raise performance and drive through change.

The multi-country *Workplace Accountability Study* survey of over 40,000 employees found that people typically regard accountability as something which is strictly consequential:

80% said it's a factor that only comes into play when things go wrong, rather than something they focus on pro-actively in order to deliver results. And, an alarming **85%** of respondents said they weren't even sure what their organisations were trying to achieve.

So, how can you put accountability - and effective teams - at the heart of your business, even if you have scattered workforce?





1. ENSURE GOALS AND OBJECTIVES ARE VISIBLE

When your workforce's individual and team objectives are clear and visible, they can be used to encourage regular conversations that are more future focused and open.

The giving and receiving of feedback (the one thing guaranteed to help raise performance all round) is something people are typically uncomfortable with. For example, The Workplace Accountability Study found that 80% of participants either received only negative feedback when things went wrong or no feedback at all.

Having clear and visible objectives will also support those important conversations

managers need to have with their teams. They can also provide the foundation for a more streamlined and transparent approach to managing workplace performances.

HR systems can be an asset when it comes to keeping objectives clear and visible: nudging managers when appraisals are due, for example, and providing a central place where objectives, timelines and agreed training can be recorded, accessed by both parties and easily revisited when priorities change.

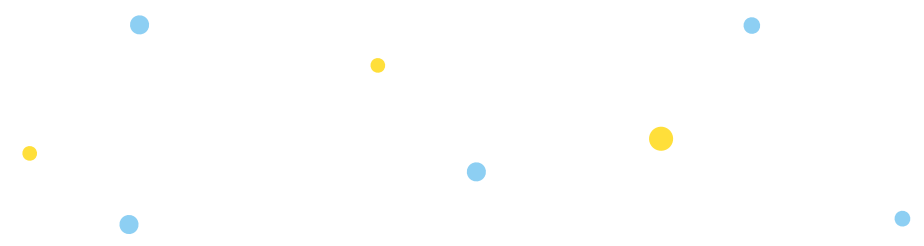




2. CONNECT YOUR PEOPLE

We now live at a time when remote and flexible working arrangements are commonplace. But, it's still the case that many organisations have struggled in maintaining productive and supportive cultures in this brave new world.

To build a workforce that really works, your employees **must** feel connected to the company and their peers. Luckily, there are a number of simple things HR can do to build that feeling of connection...

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- **Provide organisation charts** that make it easy to identify reporting lines and to find the right people to speak to – especially for newcomers to the business
 - **Have online team calendars** that can provide a handy overview of people's availability, making it easy to schedule meetings or put together project timelines
 - **Provide information about core policies and processes** that are easy to access even in a remote environment
 - **Create a central place** where employees can access company news and updates
 - **Send regular internal communications** celebrating the achievements of your workforce.

3. AVOID SILOING TEAMS OR DEPARTMENTS

Along the same theme as connection, HR teams must help make it easy for managers to reach out beyond departmental boundaries and find the right people to contribute to their latest projects.

An internal social platform can make it easy to put a call out for people with specific skills or expertise - or to invite central functions, such as IT or marketing, to get involved and give their view on new initiatives in the pipeline.

Making projects more visible across the business in that way avoids the danger of duplication and encourages a collaborative, joined-up approach.

It's also a great way to improve the diversity of teams, giving managers the ability to pull people from across the business into their teams on a regular or ad hoc basis and avoiding the common problems of 'group think' or leaders building teams in their own image.



4. SHARE RESOURCES

Effective teamwork can only truly be possible when resources are shared and easily accessible.

For example, HR portals and workspaces that come as part of HR software platforms can allow team members to share documents in a secure, central place. This makes it easy for people to give feedback on works-in-progress and ensures the latest, most up-to-date version of a documents or project plan is always available.

Those types of workspaces can also help to drive innovation and creativity. Team members can see, for example, what their peers are working on and are able to add their own ideas or solutions into the mix, even if it's not an area within their specific remit.

It makes for a more collaborative, transparent way of working where everyone can see how they fit into the bigger picture and where they can best make a contribution.





5. ASK YOUR EMPLOYEES

Lastly, for any HR initiative to be a success, you need to have everyone on board.

Since your employees will be far more likely to engage with something they really care about, a good idea is to ask them what they think could help improve teamwork and accountability within the business. This can also help you keep a finger on the pulse of your businesses' culture: helping you nip any issues in the bud before they become more serious problems.

One way to do this is to initiate a pulse survey. You can read more about them and how they can collect quick, targeted feedback [in this blog](#).





WHO WE ARE

Cezanne HR is the leading UK supplier of modern, easy-to-adapt Cloud HR systems for mid-sized UK and global businesses.

Trusted by thousands of HR professionals in the UK and worldwide, our mission is to make it easy to transform HR by providing best-in-class HR software that streamlines and improves every aspect of human resources management - saving you time and helping everyone work smarter together.

We also provide dedicated customer support that's second to none, along with monthly system releases that ensure you never, ever, have to pay for expensive implementations or future upgrades again.

Designed to fit your needs today and support your business tomorrow, Cezanne HR helps businesses work smarter and achieve more.

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