

7

secrets to growing a great team culture



1. Continuous learning

Treat every failure as a learning opportunity and focus on what one might do differently next time, rather than just on the impact of the failure.

2. Continuous improvement

Encourage continual betterment, personally and in the work team. If the last job delivered was good, ask 'how can we improve on it even further?'
Improvement doesn't have to be in big leaps; baby steps can be just as valuable. Set positive challenges.

3. Transparent communication

Don't sugar-coat communications. Tell it like it is in a manner that is respectful.
Communicate to others - whether it's positive feedback or critical comments - in the same manner in which you would like to be communicated to, if the roles were reversed.

4. Positive reinforcement

We all like to feel valued and that we are making a worthwhile contribution.
A little positive reinforcement can go a long way to boosting team members' self-esteem and motivation.

5. Sharing knowledge and know-how

Be generous with your knowledge and know-how.
Encourage team members not to be 'self-protective', but rather to share their ideas and help each other achieve goals.

6. Recognising effort, improvement and achievement

Celebrations don't just need to occur when someone wins a race or delivers a project on time and in budget.
Little steps forward, such as tackling a personal or business challenge, mastering techniques and clearly putting in significant effort, are also worthy of recognition.

7. Taking a genuine team approach

Team members need to demonstrate that they have each other's backs, without having to explicitly say so.
A leader's role, in terms of fostering this quality, is to lead by example and also to give positive recognition to this behaviour when seen in others.

