



Tips Team Leaders

The role of the team leader is critical for the effectiveness of *Positive Teams*. These tips are reminders of some of the important things leaders can do.

Make sure *Positive Teams* is a priority

The leader must value *Positive Teams*, encourage it and support it. If not, team members will find it hard to participate in the process and may give up. People look to team leaders for signals about priorities and focus on what the leader values and rewards.

Let people lead

Leaders have different decision making roles. Sometimes they have to make the decisions but other times it is important to let people develop options themselves. Knowing the difference is critical. Often times, a well-functioning *Positive Team* only needs permission to proceed from their leader who holds decision making delegations in the organisation.

Track and enable action

It is easy for planned actions to get lost in the busy activity of a workplace. A valuable contribution the leader can make is to check progress with people responsible for actions. This can be done as encouragement with offers of support if they are struggling.

Coach quality action

Sometimes leaders forget that they have knowledge, experience and skills that other team members have not acquired. The leader can provide coaching to team members and help them develop and learn as they go about planning and implementing actions. This is especially important for the *check* and *act* parts of the quality action step. When the planned action didn't go well, the support of the leader can prevent people from giving up and help them review and learn alternative ways to get the result.

Provide positive feedback

Positive feedback is one of the most powerful tools in the leader's repertoire. Practice watching people as they go about building a *Positive Team* and swoop in with praise whenever they do something that builds the wellbeing and productivity of the team.

Keep records and celebrate results

Many actions, especially the smaller ones, can be forgotten. Make sure records are kept so people can recognise and celebrate the effort they put in. Celebrations of effort and achievement are important as they remind us that we value each other and what we do.