



# ***Communication/Team Building***

# ***Team/Communication Building***



# ***Overview***

- **Total Quality Leadership**
- **Shared Vision, Mission, Goals and Objectives**
- **Communication and Feedback**
- **Embracing Individual Diversity**
- **Competition & Rivalry**
- **TEAMWORK**



# ***Total Quality Leadership***



# ***Total Quality Leadership***

- **Ideals are esteemed**  
**Ideas**
- **Ideals become Values**  
**when time and**  
**resources are invested**  
**in them**



# ***Total Quality Leadership***

- **Valuable Employees  
provide much more  
value to the employer  
than what it costs to  
employ them**



# ***Total Quality Leadership***

- **Employer's (Unwritten)  
Formula for Offering  
Employment**

**Value Received  
Wage & Benefits - Risk > One**

- **Employee's (Unwritten)  
Formula for Employment  
Decisions**

**Income & Benefits  
Value Provided + Trust ≥ One**



# ***Total Quality Leadership***

- **Take Personal Responsibility for the Safety, Reliability (Quality), Cost Effectiveness, and Timeliness of your work**
- **Make the Work the Boss**
- **Develop and foster partnerships**



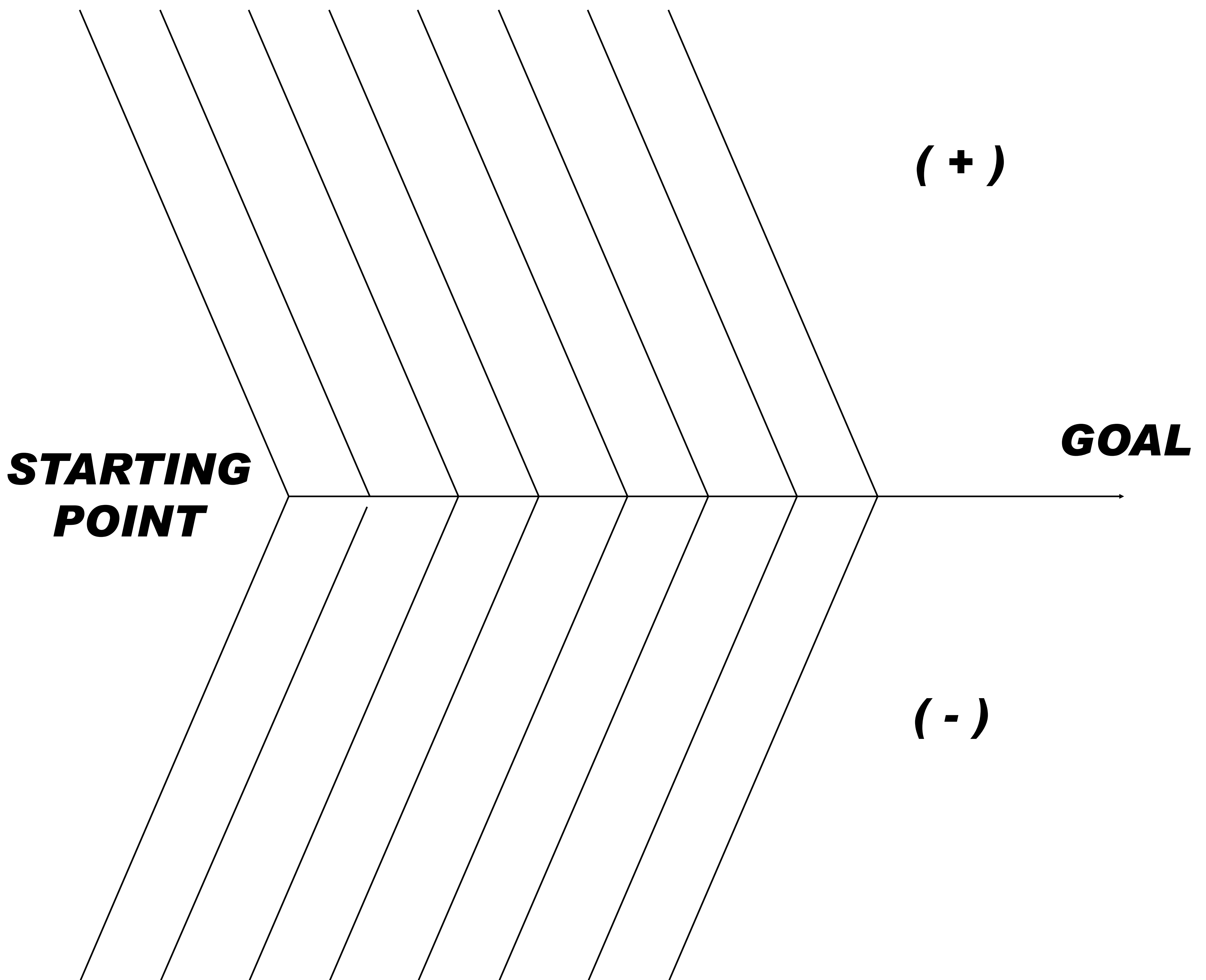
# ***Total Quality Leadership***

- **Planning & Continuous Improvement**
- **Study and recover from operational failures**
- **Study and repeat service successes**



# ***Total Quality Leadership***

- **Cause & Effect Diagram**





# ***Total Quality Leadership***

- **Brainstorming**
- **Exercises**



# ***Crawford Slip Method***

**Write at top left of slip**

**One idea per slip**

**Idea does not have to be relevant**

**Ideas have their own merit**

**Underline the first or top line of the idea**

**Write or Print Legibly**

**Try to write 6 ideas per minute when  
prompted to respond to a topic**

**(Slips nearly 4.25"x 2.75" made from recyclable paper)**



# ***Vision Mission***



# ***Vision***

# ***Mission***

- **INVEST-- Improve (now)  
value, excellence,  
service and teamwork.  
(Handout)**
- **Mission (Handout)**



***Vision***

***Mission***

- **Brainstorming**
- **Exercises**



# ***Goals & Objectives***



# ***Goals & Objectives***

- **Goals are specific and measurable accomplishments (Values) to be achieved**
- **Objectives (Ideals) are tactics that will be used to reach and achieve goals**



# ***Goals & Objectives***

## **Elements of SMART**

### **Goals**

**S** pecific

**M** easurable

**A** ction-oriented

**R** ealistic

**T** ime- and resource-  
constrained



# ***Goals & Objectives***

Try to add **AIR** to setting  
goals

**A** ctions

**I** mpacts

**R** ecognition

and/or **R**ewards



# ***Goals & Objectives***

- **Priorities establish rules for decisions about conflicting activities, goals or objectives**
- **Dilemma is a choice that is not supported by existing policies, priorities or procedures**
- **Goals (Handout)**



# ***Goals & Objectives***

- **Brainstorming**
- **Exercises**



# ***Communication and Feedback***



# ***Communication and Feedback***

**Record completions/  
progress**

**timesheets**

**daily reports**

**log books**

**computer data base**



# ***Communication and Feedback***

## **Rules of documenting:**

- **If it isn't properly documented, we may not be able to prove we did it.**
- **If it was not done right, no documents may reflect that it was done.**



# ***Communication and Feedback***

## **Rules of documenting:**

- **Maintenance must be done right and properly documented.**
- **If it doesn't get done right, maintenance documents may reflect only that it was attempted**



# ***Communication and Feedback***

- **Identify and standardize procedures and requirements**
  - highest standards
  - communicating
  - documenting
  - training



# ***Communication and Feedback***

**Feedback**

**ideas**

**hazards**

**incidents**

**recognition**

**appreciation**



# ***Communication and Feedback***

- Give **AIR** to performance and impacts of:

**individuals  
and  
teamwork**



# ***Communication and Feedback***

- **Brainstorming**
- **Exercises**



# ***Diversity***



# ***Diversity***

- **Recognize Individual Strengths and Weaknesses**
- **Foster personal motivation**



# ***Diversity***

- **Liberate and empower everyone to intelligently respond to the priorities and challenges of supporting the vision, mission, goals and objectives in doing her/his job**



# ***Diversity***

- **Brainstorming**
- **Exercises**



# ***Competition & Rivalry***



# ***Competition & Rivalry***

- **Avoid counter-productive actions and toxic attitudes**
- **Champions help their best competitors become better competitors**



# ***Competition & Rivalry***

- **A well groomed enemy keeps you sharp and alert-- can become your best ally**
- **Make the job more enjoyable by issuing/accepting challenges**



# ***Competition & Rivalry***

- **Brainstorming**
- **Exercises**



# ***TEAMWORK***



# ***T E A M   W O R K***

- **T**ogether everyone accomplishes more work  
(Synergy)
- **E**mpathy--concern for well being
- **A**ssist--help others
- **M**aturity--accept responsibility



# ***T E A M   W O R K***

- **Willingness--listen, cooperate, prepare**
- **Organization--hassle-free environments**
- **Respect-individual strengths/diversity**
- **Kindness--develop helpful relationships**



# ***T E A M W O R K***

- **Brainstorming**
- **Exercises**



# ***Review***



# ***Review***

- **Take Personal Responsibility for your work (safety, reliability, cost and timing)**
- **Evaluate how actions support Vision, Mission, Goals and Objectives**



# ***Review***

- **Talk it up (not down)**
- **Sell/win improvements**
- **Offer solutions to  
conflicts or problems**
- **Get help when beyond  
your capabilities**



# ***Review***

- **Every employee has something special and unique to offer to make the work more enjoyable and rewarding**
- **Situations or actions that hinder individual accomplishment hinder the Team**



# ***Review***

- **We can do anything but maybe not everything**
- **TEAMWORK gives us the opportunity to do most of what is best**



# ***Conclusion***



# ***Conclusion***

- **Brainstorming Results**



# ***Commitment***



# ***Be a Total Quality Leader***

- Assume personal responsibility for your work (safety, reliability, cost and timing)
- Share responsibility for the work of your team
- Ensure actions support rather than hinder vision, mission, goals and objectives
- Ensure impacts of work are the ones desired
- Recognize and document each other's contributions and accomplishments
- Help when help or improvement is needed



# *Questions*

