


# Psychology of Teams webinar

Illuminating the hidden factors of high-performing teams

**Dr. Martin Boulton**

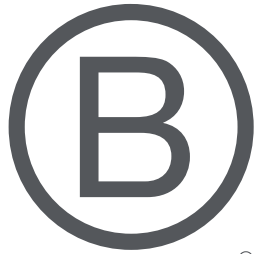
Senior Director, Professional Services & International Training

A group of diverse people in a meeting room, looking at a whiteboard with diagrams. The scene is dimly lit, with the whiteboard and the people's faces being the primary light sources. The whiteboard has several diagrams, including a flowchart and a circular diagram. The people are dressed in casual business attire. The overall atmosphere is collaborative and focused.

*By enriching people's  
understanding of themselves  
and others, we will inspire the  
world, one world at a time.*

# Using business as a force for good

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# Kaitlyn Futch

## Marketing Manager







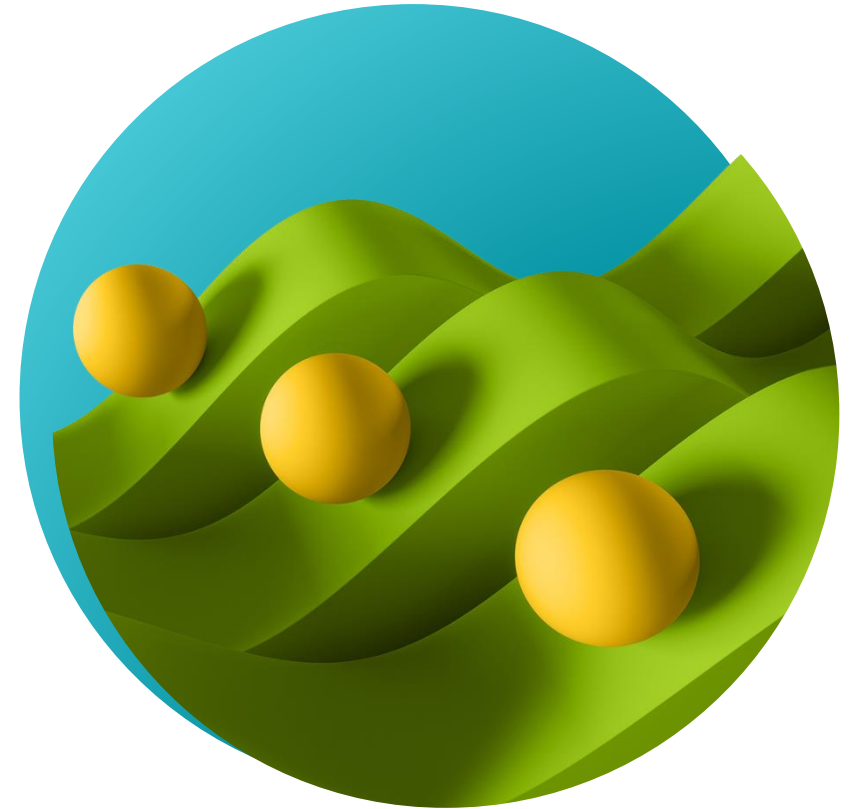
# Dr. Martin Boulton

Psychologist  
Senior Director Professional Services



# Today's webinar

1. Why teams matter more than ever today
2. Team or Work Group
3. Why teamwork can be challenge
4. Illuminating hidden barriers of teamwork
5. 7 Psychological factors of successful teams
6. Tips for working with team dynamics



# Live Poll

What does research show is most important for a high-performance team?

1. Professional and technical skills of team members
2. Team rewards and incentives
3. Attitudes, personality and relationships of team members
4. Clear team goals and processes

**How a well people work together is more important than how well they work on the tasks**

– Team Development Interventions (2018), American Psychologist APA

# Key take-aways

- Understanding how psychological dynamics affect team performance
- How to help teams work with visible and hidden dynamics
- Tips for leaders, team members and team development facilitators





# Your experience

1. When have you felt part of a successful team?
  - What made the team successful?
  - How did it feel working in that team?
2. How does it feel working in a team that doesn't work well together?





# Why teams matter

# Teamwork for today

- Teams are the primary way groups of people are organized to create and produce outcomes in the workplace.
- Effective teams out-perform individuals or other groups of people – when efficiency, productivity and diversity of perspectives is needed.
- Teams are a critical factor for people’s work satisfaction and well-being – being part of a dysfunctional team can also decrease satisfaction and well-being.

[www.atlassian.com/blog/teamwork/the-importance-of-teamwork](https://www.atlassian.com/blog/teamwork/the-importance-of-teamwork)



# Team or Work Group?



# Teams





# What are examples of teams?



# Work groups





# The challenge of team work





# Hidden factors of team work





# Illuminating hidden team dynamics





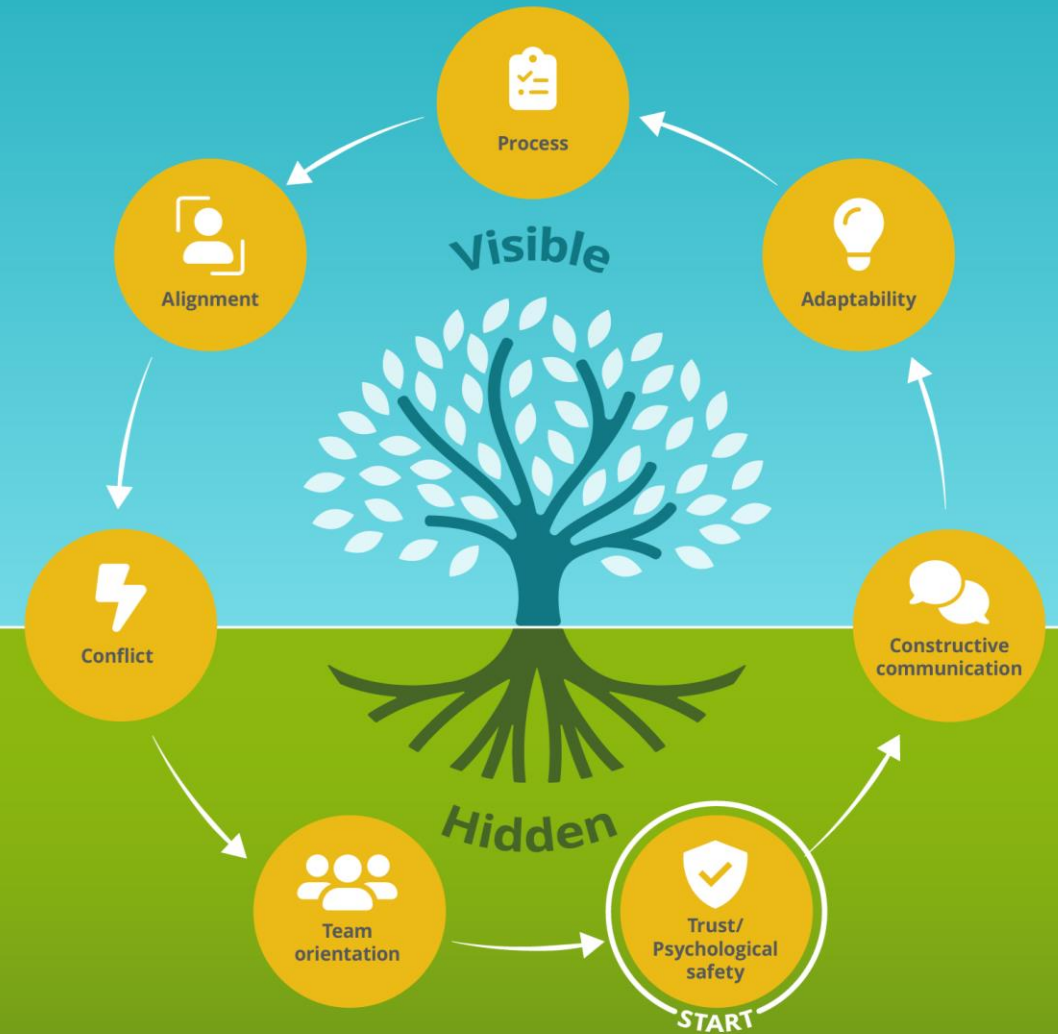
# Task and Process

“truly high-performing teams are those that are conscious of and focus on both the task and the process”

The Psychology of Teams



# Psychological factors of team success



# 7 Factors for successful teams

1. Trust and psychological safety
2. Constructive communication
3. Adaptability
4. Process
5. Alignment
6. Conflict management
7. Team orientation and purpose





# Tips for addressing visible and hidden team dynamics



# Tips for team leaders

- Set the tone and role-model trust and psychological safety
- Create opportunities for the team to discuss and address task and process issues
- Invest time building “team spirit” through meaningful team development
- Allow opportunities for the team to reflect and learn from success and failures







# Tips for team members

- Find your way of contributing to the team purpose
- Willing to learn how to work with their team
- Curious and respectful of different work and communication preferences in their team
- Find ways to use their strengths to support the team
- Acknowledge their own blindspots and willing to ask for and accept help from the team
- Increase their comfort holding each other accountable

# Tips for team facilitators

- Build knowledge and experience of how to help teams identify the effects of their visible and hidden team dynamics
- Use researched assessments and team frameworks for team learning and insights
- Create safe learning space for all members of the team
- Reinforce the team are responsible for selecting and implementing their development actions
- Help the team integrate team development learning with live team projects/decisions



“ If you want to go fast, go  
alone. **If you want to go far,  
go together!** ”

African proverb



# MBTI® Virtual Live Series

- Facilitated, virtual team building
- Interactive learning
- Flexible scheduling
- Easy to scale







# Questions





# Thank you!