

# 8 TIPS FOR LEADING YOUR TEAM

As a manager you play an integral role in supporting your staff to provide efficient and effective service in a fast-paced and constantly changing environment.

Here are eight practical tips for leading your team to success

## 1 BRIEF THE WHOLE TEAM, EVEN IF RAPID AND SHORT

Team huddles are a brief, focused and structured exchange of information designed to develop work plans, address concerns, update on actions and celebrate successes. Huddles are best held at the start of a shift but can be done at any stage.

### TIPS:

- Agree on clear language protocols to avoid ambiguity and speed-up responses
- Check staff skills before assigning tasks. Ensure clarity of tasks: Who, how & what if?
- Agree on a way to share concerns
- Identify post-huddle actions and close the loop – follow up where you say you will
- Keep to time – huddles are designed to be short (10 minutes).



### REMEMBER

Check in on the team understanding – don't assume they know what to do and don't make assumptions about shared insight and knowledge.

## 2 TAKE DELIBERATE ACTION WHEN UNDER PRESSURE

Emotional responses can dictate behaviour and drive action in high pressure environments.

Before you act, take pause and consider the three C's:

- Control** what you can
- Clarify** what you can't
- Concentrate** on what counts

### TIPS:

- Take deep breaths or count to 10
- Pause the team – with an agreed action or word. Then;
- Use a mnemonic such as ABCDE to guide initial action
- Prioritise tasks in order of urgency and importance. Learn more [here](#).

## 3 LEAD BY BEING OPEN AND INCLUSIVE IN A RAPIDLY CHANGING ENVIRONMENT

“ASK QUESTIONS FIRST AND LEAD SECOND”.

Amidst uncertainty, leaders should ask powerful and inspiring questions. Asking the right questions can put you and your team on the path to solving intractable problems, while strengthening connection and building trust.

### TIPS:

- Ask open questions before acting – What do we think is happening? How else could we approach this? What might some risks be if we do that? Is there anything else we could do here?
- Focus on what's right, not who's right.

## 4 HELP STAFF UNFAMILIAR WITH THE WORK

New staff may feel under-prepared or insecure if the work is unfamiliar. Ensure processes are clear and easy to locate.

### TIPS:

- Be kind, empathise and anticipate stress triggers
- Be visible and available for questions
- Check in regularly with your team, individually and as a group
- Explain why things are done in a specific way
- Tailor your communication to suit your team.



## 5 ENCOURAGE STAFF TO SPEAK-UP

Encourage all staff to speak-up about their concerns; they might be the one who prevents an avoidable disaster. A **psychologically safe environment**\* makes it easier for new members to speak-up.

### TIPS:

- Actively seek input from your team, addressing them by name
- Give permission explicitly for all staff to raise concerns (don't assume permission is there)
- Praise staff who ask questions or raises issues
- Provide different avenues for feedback
- Adopt a pro-diversity mindset. Differing opinions foster innovation and growth
- Model curiosity. Ask a lot of questions.



\***Psychological safety** is being able to show and employ one's self without fear of negative consequences of self-image, status or career.

## 6 MAKE FEEDBACK THE NORM

Creating a feedback-friendly culture helps shape individuals by addressing development areas, recognising strengths and clarifying objectives. As a team leader it is important for you to provide regular feedback to your team and seek feedback about your own performance.

### TIPS:

- Schedule routine check-in meetings
- Celebrate the wins - both large and small
- Provide real-time feedback for greatest impact
- Don't underestimate the power of praise



Learn more about how to give feedback in the **Manager Guide to Effective Feedback**

## 7 RECOGNISE PERFORMANCE LIMITING FACTORS

Great managers constantly monitor the team climate to maintain internal equilibrium in a changing environment. They provide support by sharing workload, overseeing work and monitoring wellbeing. Remember to look out for stress indicators that may impact on performance and wellbeing, such as, tiredness, worries, poor behaviour, illness, distractions or social isolation.

### TIPS:

- Remind each other to take a break – we may not recognise this ourselves
- Make support resources available to staff and encourage them to these (EAP, etc.)
- Check in regularly with your team and with yourself.

## 8 DEBRIEF AS A TEAM TO LEARN FROM EXPERIENCES

Experiences can play on your mind, especially the mistakes you think you might have made. Individual and team debriefs are an important way to process information, share ideas, reflect on experiences and unlock learnings.

### TIPS:

- Where possible, end the day with a 10 minute check out – What were we proud of? What were the challenges? What will we do differently tomorrow?
- Make debriefs the norm – they should be ingrained in the team culture
- Provide some structure to the debrief, but allow space for dialogue to flow

