

# **M-Level Systems Consulting**

## **A Dysfunctional Team Is Normal**

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### **Did you know? A dysfunctional team is NORMAL...**

As a team leader or entrepreneur, it's really important you understand that just because you pull a group of people together, even if they are qualified...or trained experts, and assign them a common goal does not mean that great teamwork will automatically happen.

### **Quite the contrary... Great teamwork does not just happen.**

Think of your team as similar to that of a family. What do you already know about families?

\*They're not perfect. Some are quite dysfunctional.

\*We didn't pick our genetic families and in the work world we don't always get to choose our team.

\*Often the team you lead already exists or is pulled together based on availability and expertise.

### **It's quite common for a team to be dysfunctional.**

### **What is NOT common? For the team to remain dysfunctional over time.**

### **Chances are, you already know if you have a dysfunctional team. For those who aren't sure, here's a short list of six tell tale signs:**

1. Low morale
2. Your people are reactive, not proactive.
3. Misunderstandings with communication
4. Personal conflict
5. Unmotivated or unsupportive staff
6. Your team does not resolve problems without management's intervention.

**There are also situations when dysfunction happens to a team that has performed well in the past. Reasons can include:**

- There are new people on your team.
- You have mixed levels of experience.
- You have new or inexperienced team leaders.
- The job descriptions, goals, or leaders have changed.

If you suffer from the above issues or find yourself bogged down with people related issues you prefer not to deal with, you will keep getting bogged down until you start to deal with it by putting a Team System in place.

### **What's a Team System?**

**A team system is a framework for great performance and a foundation for any changes you want to make with your people.** You should be consistently working on building a team system within your department or business.

There are many core components of a Team System and each differ somewhat from team to team, although I would like to share what I think is one of the most important ones in the bunch. One of the core components you need to set up are team norms.

### **What are team norms?**

You and your team need to decide how they will interact or structure their work. Formal and informal expectations should be set up on how the team will behave and work together.

Let's look at some examples of when norms are needed:

What's the norm for someone who is not performing up to par?

What's the norm for when someone is new to the team?

What's the norm for communicating on a new project or for working cross functionally with another team?

### **My Suggestion:**

It can be a long road to getting the right norms in place, but it is well worth the effort. The payoff is high productivity and less stress for you.

Your team needs to move from dysfunction to high function in order to reach

their goals and the right team norms are a core element you need to get right before you can expect results.

Cheers!

Diana

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**Diana Keith**, owner of M-Level Systems Consulting and business psychologist, works with leaders and their teams to **Increase Innovation, Morale, and Productivity.**

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