# Empactive Solutions

NOT YOUR USUAL HR & BUSINESS MANAGEMENT CONSULTING FIRM

# Make Work Better

We guide businesses to implement sustainable practices by creating a **people-centric environmen**t. Alongside this, we transform their **operating systems and processes**, fostering and shaping this new environment.

**Why?** To ensure financial prosperity and to make our life a little more fun

# How can we help?

We will start by assessing the different principles on the right hand side to understand together what are your company's needs or to validate / confirm what you need.

We will design initiatives dedicated to you and your employees to implement solutions which will be based on deeper assessment, coaching, workshops and strategic consulting along the way.

We also do ad hoc workshops and coaching session upon clients' needs.

Let's talk! Email us:
info@empactivesolutions.com

**Strong and empathic corporate governance**

Shared vision

Defined operational and organizational strategies, goals and action plans

Transparent communication

**Changed behaviors within the organization**

Employee engagement

Empowering management practices

Accountability and feedback

**Sustainable and strategic models**

Transformed and simplified operating processes and systems

Improved decision-making capabilities

Optimized costs

EMPACTIVE SOLUTIONS
Make work better.

# Team Cohesion: How to?

FRENCH CHAMBER OF COMMERCE NAIROBI – MARCH 2022

# Agenda

Please note, that when we do this work with our clients, we first create a baseline, then we do up to 7 different workshops and coaching session per team, with actions that needs to be taken in between.

1. **Team Cohesion:** Intro

2. **Individual:**
   - ❑ Fun personality test
   - ❑ What's my role? What are my tasks?

3. **Team:** Team's needs
   - ❑ Advancing toward a common direction

4. **Bridging the gaps:**
   - ❑ Team Needs VS Individual's needs
   - ❑ Emotional Intelligence (EI)

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# Introduction

# Team Cohesion

*Disclaimer:*

We aren't going to reinvent the wheel, but we'll apply knowledge in a consistent way

- What's team cohesion?

- Why is it important?

# Team cohesion

**Team Cohesion ≠** Team Performance

- Refers to the social connection between the team members (More than team building )

- Must be fostered out of **trust** and **interpersonal relations** among team members.

**WHY? United Teams will perform better**

- Better interaction & Better communication

- Work is (more) fun

- Employee engagement

- Going the extra mile

- Reduce Team conflict and promote healthy argument

- Foster Innovation
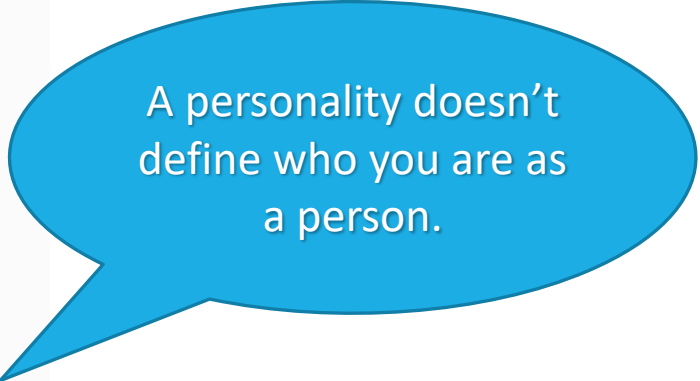
# Individual: Team members' needs

Understanding who are each member, their needs and values.

We build trust and learn from each other.

# A team is composed of several team members

- Who are we?

- Who are my team members?

- What are the values of each members?

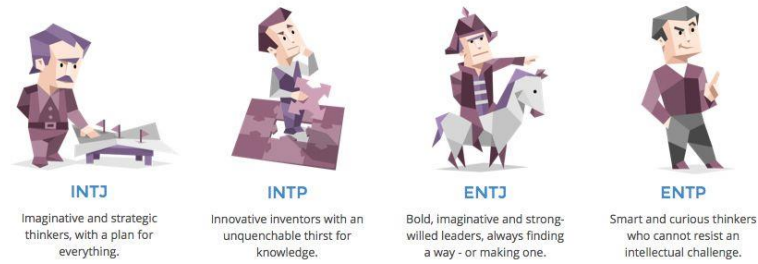A personality doesn't define who you are as a person.

Myers-Briggs Type Indicator (MBTI) is a self-report and forced-choice questionnaire, a psychological test designed based on famous Swiss psychiatrist Carl Jung's theory of personality types.
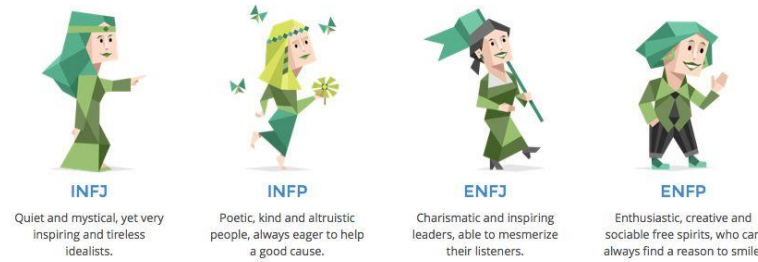
omnes.

**Why a personality test? Not scary, not intrusive?**

- It helps understand & discover each other in a fun way?

- Great team building activity
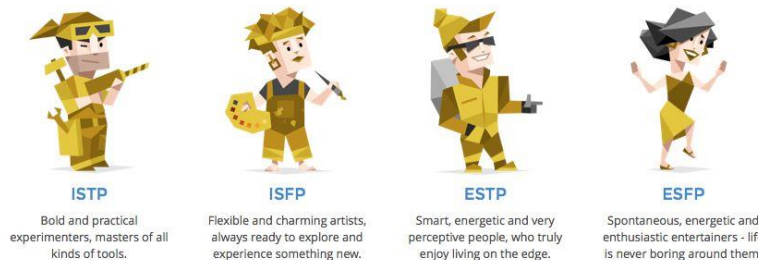
- This will foster empathy and build trust.

**INTJ**
Imaginative and strategic thinkers, with a plan for everything.

**INTP**
Innovative inventors with an unquenchable thirst for knowledge.

**ENTJ**
Bold, imaginative and strong-willed leaders, always finding a way - or making one.

**ENTP**
Smart and curious thinkers who cannot resist an intellectual challenge.

**DIPLOMATS**

**INFJ**
Quiet and mystical, yet very inspiring and tireless idealists.

**INFP**
Poetic, kind and altruistic people, always eager to help a good cause.

**ENFJ**
Charismatic and inspiring leaders, able to mesmerize their listeners.

**ENFP**
Enthusiastic, creative and sociable free spirits, who can always find a reason to smile.

**SENTINELS**

**ISTJ**
Practical and fact-minded individuals, whose reliability cannot be doubted.

**ISFJ**
Very dedicated and warm protectors, always ready to defend their loved ones.

**ESTJ**
Excellent administrators, unsurpassed at managing things - or people.

**ESFJ**
Extraordinarily caring, social and popular people, always eager to help.

**EXPLORERS**

**ISTP**
Bold and practical experimenters, masters of all kinds of tools.

**ISFP**
Flexible and charming artists, always ready to explore and experience something new.

**ESTP**
Smart, energetic and very perceptive people, who truly enjoy living on the edge.

**ESFP**
Spontaneous, energetic and enthusiastic entertainers - life is never boring around them.

# 16 personalities test

- Based on Myers & Briggs test which is based on Jung's personality types.

- *Disclaimer:* A personality test doesn't define you as a person, they help gauge who we are and help our team members understand us a bit better.

- None of those types are better than any types. We are all different. Understanding this, will allow us to unleash our full potential.

Free ressource available online for you to use:
Free Personality Test | 16Personalities

# Attitude: **I**ntrovert or **E**xtrovert?

## Introvert

1. (re)Energized by spending quiet time alone or with 1-2 person
2. More substantial interaction
3. Thought-oriented: reflect, act, reflect
4. "I like to think and reflect on my ideas"

   ❖ Should I start faster and check what the world think about my ideas?

## Extrovert

1. (re)Energized by spending time with people and in busy, active surroundings
2. More frequent interaction
3. Action-oriented: Think, act, think
4. "I like moving into action and making things happen"

   ❖ Should I take some more time to think first?

# How do we process information:
# **S**ensing or i**N**tuition?

## Sensing

1. **Tangible information** – physical reality
   o I believe what I see, hear, touch, taste and smell
2. **Details & facts** (data lovers)
3. **Practical use of things**
   o Experience speaks louder than words
4. **More** concerned with the **now (present) & past**

"Sometimes I pay so much attention to facts, either present or past, that I miss new possibilities."

## Intuition

1. **Interested in theories,** patterns and explanations
2. **Big Picture**
   o The meaning is in the underlying theory which are manifested in the data
3. **Learn by thinking a problem through** rather than by hands-on experience.
4. **More** concerned with the **future**
   o Interested in new things and what might be possible

"Sometimes I think so much about new possibilities that I never look at how to make them a reality."

# How do we make decision: **T**hinking or **F**eeling?

## Thinking

1. Finding the most logical, reasonable choice
   o Pros and cons and find the basic truth
2. I want to be fair – results oriented
   o Sometimes I miss or don't value the "people" part of a situation.
3. Telling the truth is more important than being tactful
4. Follow the rules most of the time

## Feeling

1. Tend to make decisions with their hearts
   o Best decisions come by understanding what people want and see
2. Establish or maintain harmony is very important (consensus)
3. Being tactful is more important than telling the "cold" truth
4. People person (follow the people)

# How do we approach the outer world in our life:
## **J**udging or **P**erceiving?

## **J**udging (≠ judgmental)

Structured and decided lifestyle

1. Task-Oriented: Love to-do list
2. Work hard and then play
3. Planning is good. No rushing before a deadline
4. Control is good

## **P**erceiving*

Flexible and adaptable lifestyle

1. Stay open to respond to whatever happens
2. work as play or mix work and play
3. I work in bursts of energy: when a deadline is approaching, I am all in
4. Adaptation is good

*perceiving means "preferring to take in information." It does not mean being "perceptive" in the sense of having quick and accurate perceptions about people and events.

PS: Don't confuse Judging and Perceiving with a person's level of organization., inside I can feel differently

# How confident we are in our abilities and decisions.:
# **A**ssertive or **T**urbulent?

## **A**ssertive

Calm in the storm

1. Don't worry too much
2. Remain positive
3. Confident
4. Create Success that matters too them

## **T**urbulent

Power of Stress, Activate!

1. Counterbalance self-doubt by a achieving more
2. Perfectionist & Eager to improve
3. Attentive: see small issues before they become large one
4. Success-driven

# How does that relate into our work?

**Attitude:**
Introvert or Extrovert?

**How do we process information:**
Sensing or iNtuition?

**How do we make decision:**
Thinking or Feeling?

**How do we approach the outer world ?**
Judging or Perceiving?

# What is my role? What are my tasks?

❖ Team Structure?

  o Verticalization vs horizontalization

  o Flat vs hierarchal


❖ Is there Job Description (JD) for each role?

  o Do they match what the team members do in reality?

  o Task List + Measure time & activity

  o Order the task by "most liked"

  o Tips for performance (compare added values / non-added values task)


❖ What are each team member's professional aspiration?

  o Individual Interviews

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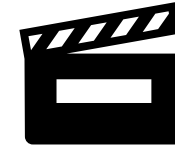
**Bridging the gap**

o Mix & Match with other team members to see if tasks need to be swapped

o Mix & Match with team member's aspirations

o How do they related to the team mission?

# Team:
Advancing toward a common direction

"How do we create a common direction (vision) that is actionable and not just on paper? "

The Key? We do it together.

Video:
The importance of a common direction

# Actionable Vision

This become our North Star, our compass. Everything must be aligned with it.

o Starting with the personal values of each team members

o Values of the team

o Mission of the team & Aspiration (vision) **WHAT, HOW, WHY?**

- ▪ Follows the company's
- ▪ What if the company doesn't have one?

# Goals & Strategy

This must be aligned with our mission, vision and values.

- ○ **SMART Goals**
  - ▪ Specific, Measurable, Achievable, Realistic, and Timely
  - ▪ Strategy: What do we need to get there?
    - ▪ Action plan
  - ▪ Realistic KPIs
    - ▪ What's our baseline?
  - ▪ How is everyone contributing to it? And to the bigger picture?

Elect someone that will ensure that our values are respected

- ❑ Define when to revisit & implement change

# Bridging the Gaps
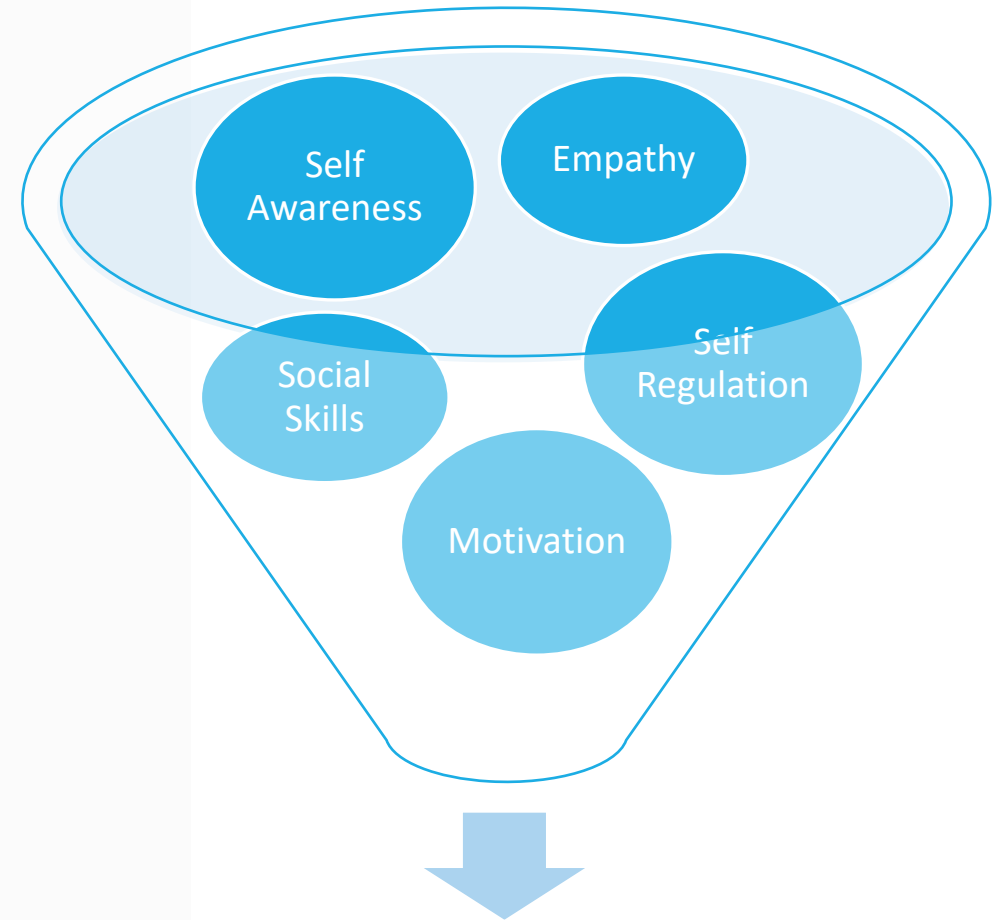
Team Cohesion and Emotional Intelligence

How do we bridge the gaps?

# Emotional Intelligence (EI)

**Definition:** the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

*Oxford Dictionary*

Emotional intelligence is the key to both personal and professional success.



Self Awareness

Empathy

Social Skills

Self Regulation

Motivation

**Emotional Intelligence**

# Self-Awareness

- Recognize your own thoughts and emotions

- Acknowledge your ego

- Aware of strengths and weaknesses

**TIPS**

- Pause. Slow down.

- Analyze & Challenge your thoughts.

-  Reflect on your experience

- Use positive self-talk

**Work on building a growth mindset**

# Self-Regulation

- Stay in Control of what you can: yourself

- Hold yourself accountable

- You accept your emotion

**TIPS**

- Stay Calm: it's contagious

- Breathe

- What do I need to manage difficult emotions?

**You Control your emotions and thoughts, not the other way around.**

# Motivation

- What you want and why you want it?

**TIPS**

- Do you know the what and why of your team members?

- Thinking Happy thoughts VS

- Perceiving the benefits of a situation and sustain your commitment to succeed

- Celebrate small success

WHAT you want and
**WHY** you want it?

# Empathy

- **We leverage our personality type to understand others**
  - Planning VS last-minute (J&P)
  - Positive (No worries) VS We have to get better (A vs T)
  - Etc.

- **We get to know each to understand that what we perceived may not be the reality**
  - We ask questions and we are willing to share our own feeling
  - We acknowledge feelings, not just words
  - We respect privacy when needed

VIDEO:
Brené Brown on Empathy

# Social Skills

- Interact well with others

- Build strong relationships with employees and co-workers: trust

**Tips**

- Active listening

- Ask open-ended questions

- Read the room

- Practice eye-contact and show interest

- Practice and notice other's people social skills

**Put your empathy and self-awareness to work in your daily interactions and communications**

**→ Manage and prevent conflicts**

# Summary

- **We need to understand individuals to build a strong team**
  - Fun personality test can help

- **We use emotional intelligence to understand ourself and each other**
  - Self awareness & Self Regulation
  - Motivation
  - Empathy

- **We use emotional intelligence to build our team and foster trust**
  - Empathy
  - Social Skills

- **Together, we create a common goals and use it as our north start to build the team**

# Thank you

QUESTIONS?