**PROPOSAL ON ENHANCING THE PERFORMANCE OF A TEAM**

## 1. CONFLICTS THAT MAY ARISE IN TEAMS

- Poor teamwork. Everybody is working for themselves.
- Conflict over positions, strategies, or opinions.
- Personality clashes
- Sharing of Commission
- Favouritism

## 2. SITUATIONS THAT COULD IMPEDE THE EFFICIENCY AND EFFECTIVENESS OF TEAMS

- Communication. Efficient communication mechanisms are crucial to developing effective teams.
- Lack of accountability. Everyone in the team must pull their weight.
- Favouritism. Giving one employee an advantage over the other will certainly have a negative effect on the atmosphere at your office, and it will unavoidably make your other workers feel like they don't matter as much as they think they do.

## 3.THE STRENGTHS AND WEAKNESSES OF GROUP/TEAM PARTICIPATION

| STRENGTHS / ADVANTAGES | WEAKNESSES / DISADVANTAGES |
|---|---|
| • More productive.<br>• Opportunity to learn from each other.<br>• Can achieve more. | • Indulging in the blame when things go wrong.<br>• Unequal involvement and participation of different members.<br>• Clash of ideas. |

## 4.THE STRENGTHS AND WEAKNESSES OF THE INDIVIDUALS MAKING UP TEAMS

| STRENGTHS / ADVANTAGES | WEAKNESSES / DISADVANTAGES |
|---|---|
| • Communication. Verbal communication skills evident in presentations, selling, and dealing with clients.<br>• Strong work ethic – hard-working, works extra hours.<br>• Teamwork – work effectively in a team. | • When one person is negative, it will influence the whole group.<br>• Not doing your part of the job. Needs to work together.<br>• Being stubborn. Headstrong and determined, nothing can change your mind once you have taken a decision. |

## 5.SITUATIONS THAT MIGHT ARISE IN A TEAM SITUATION WHICH CAN LEAD TO UNEASE AND/OR DISSENT AND/OR FRUSTRATION AND/OR DISSATISFACTION AMONGST TEAM MEMBERS

- Conflict over positions, strategies, or opinions.
- Mistrust or uneven communication.
- Power issues and personal agendas.
- Not wanting to be a team player.
- Not wanting to share commission to get the sale concluded.

## 6. POSITIVE SITUATIONS THAT CAN RESULT FROM WORKING IN A TEAM

- When working in a team, people go through long discussion and group interactions that gives them a chance to get a new perspective on various situations.
- Working together boosts employee morale and motivation.
- Teams that work well together are, therefore, essential in improving service and meeting the needs of customers.
- More sales and productivity.

## 7. MOTIVATION LEVELS OR LACK THEREOF IN TEAMS

- Good Commission split that is an advantage to both Company and Agent will create more productivity.
- Lack of skills and training to perform a certain task.
- Poor leadership. If strong leadership is lacking or is negatively affecting the outlook of the team – certain employees may start to feel demoralised.
- Offer petrol coupons to assist those waiting for the commission to be finalised.
- Weekend away as incentives.
- Gift vouchers to top salespeople.

## 8. STRATEGIES FOR EFFECTIVELY DEALING WITH ISSUES THAT MAY ARISE IN THE TEAM

- Embrace conflict. When conflict arises, don't avoid it or pretend nothing has happened. Deal with these uncomfortable issues as soon as possible, before problems and bad feelings become embedded in everyday work. I suggest regular meetings every week to uncover dissatisfaction
- Find agreement. Your conversation primarily will focus on the disagreements, but resolutions are possible only when you find points of agreement. I would uncover the problem come to an amicable solution for all parties
- Provide guidance. If you're in a leadership position, there are times you may need to mediate work conflict. Don't take sides – EVER!!!

## 9. STRATEGIES FOR CREATING A POSITIVE TEAM WORKING ENVIRONMENT

- Clear communication. Good communication between a boss and his or her employees is essential for a positive working relationship.
- Listen to everyone's ideas. Encourage employees to voice ideas.

- Recognize hard work. It's a good idea to reward an employee who does a good job.

## 10. SUPPORT SYSTEMS FOR TEAMS

- Empower and inspire others. A successful leader empowers employees, granting them the authority to voice their opinions and take ownership of their assignments.
- Communicate. Keep your people in the loop and up-to-date at all times; this way, you ensure that everyone is on the same page and able to remain focused.
- Acknowledge and reward. It's so easy to say thank you to your employees for what seem like everyday tasks, yet we rarely remember to do so.
- Have access to Lightstone without having to go through someone else.
- Let us do our research to empower ourselves.

## 11. STRATEGIES TO MAXIMISE THE STRENGTHS OF THE INDIVIDUALS COMPRISING THE TEAM

- Incorporate strengths into performance conversations and reviews. Help employees set goals based on their core competencies and strengths.
- Help employees align their strengths with the expectations and responsibilities of their roles.
- Focus on strengths rather than weaknesses to increase performance.

## 12. STRATEGIES TO MAXIMISE NEGATIVE SITUATIONS THAT COULD SERIOUSLY IMPACT THE FUNCTIONING OF THE TEAM

- Make sure that everybody does what they are supposed to do. Admin or Marketing must do advertisements and agents should supply listings.
- Be a leader. Provide appropriate leadership and a strategic framework, including mission, vision, values, and goals.
- Give recognition. Provide appropriate rewards and recognition so people feel their contribution is valued.

## 13. TECHNIQUES TO MOTIVATE TEAM MEMBERS AND THE TEAM AS A WHOLE INCLUDING, FOR INSTANCE, COMMUNICATION, THE RECOGNITION OF ACHIEVEMENTS, LISTENING, INVOLVEMENT OF TEAM MEMBERS IN DECISION-MAKING, AND THE MEASURING OF TEAM PERFORMANCE AND FEEDBACK ON TEAM PERFORMANCE

- Pay your people what they are worth.
- Provide them with a pleasant place to work. A clean and stimulating environment and positive staff.
- Encourage happiness. Happy employees are enthusiastic and positive, and their attitude is infectious.
- Motivate them at all angles so that they don't land up in a negative rut.

- Reward them for top performance to ensure job satisfaction.
- Empower your staff to act like it is their own business so that they can write their own cheques!