

## MOOC DIGITAL WORKPLACE

### MODULE 3: TEAMWORK

#### VIDEO: MOD3\_3: Characteristics of high performing teams

Script: details of what the course presenter will say.  
On screen text: ideas, images etc. to appear on screen as and when prompted.  
Editing notes: notes of what needs to be changed for the next edition.

SCRIPT	ON SCREEN TEXT	EDITING NOTES
<p>Wouldn't we all love to be part of a high performing team?</p> <p>High performing teams follow a series of guidelines from teamworking methodology.</p> <p>In fact, there are 8 relevant areas in teamworking methodology that explain how to develop these high performing teams.</p> <p>Are you curious to know what they are and what you would need to do to develop a high performing team?</p>		<p>Close-up of the trainer for a few seconds holding a sign showing his/her full name.</p>
<p>Firstly, the objectives must be clearly defined and agreed by all, to ensure the commitment of all members.</p>	<p>Card with the number 1 on it</p>	<p>Close-up of the trainer writing the word OBJECTIVES on the board.</p>
<p>Secondly, you need to clearly define the roles and responsibilities of each team member, ensuring each person understands his/her part. You should consider the talents, and diversity of the team members as well as how team members can compensate and complement each other.</p>	<p>Card with the number 2 on it</p>	<p>Close-up of the trainer writing the words ROLES and RESPONSABILITIES on the board.</p>
<p>Thirdly, it is important to establish clear rules and procedures, to share them and to ensure their adequacy for effective operations.</p>	<p>Card with the number 3 on it</p>	<p>Close-up of the trainer writing the words RULES and PROCEDURES on the board.</p>
<p>Fourthly, it is important that there is genuine trust among team members for teamwork to work properly. This is developed through solid working relationships based on mutual respect and commitment.</p>	<p>Card with the number 4 on it</p>	<p>Close-up of the trainer writing the word TRUST on the board.</p>
<p>Fifthly, it is important to maintain good communication within the team. This needs to be based on empathic listening and transparency (refer to what we already saw in Module 2).</p>	<p>Card with the number 5 on it</p>	<p>Close-up of the trainer writing the word COMUNICACION on the board.</p>
<p>The sixth area refers to conflict resolution. You must assume the possibility of conflicts, which will have to be resolved by analysing all the facts and by giving everyone involved a chance to tell their version, trusting that in doing so you will achieve a win-win situation for everyone.</p>	<p>Card with the number 6 on it</p>	<p>Close-up of the trainer writing the words CONFLICT RESOLUTION on the board.</p>
<p>The seventh area refers to lessons learned. It is important that you stop from time to time to study areas that you could have improved upon but also</p>	<p>Card with the</p>	<p>Close-up of the trainer writing the</p>

<p>to recognise what you have done well. Take note of best practices and lessons learned for the next time.</p>	<p>number 7 on it</p>	<p>word LEARNING on the board.</p>
<p>And, finally, celebrate successes and the fact of having worked together as a team. This is what fuels the team! And even if something has not been achieved, at least celebrate the fact that you tried it together.</p>	<p>Card with the number 8 on it</p>	<p>Close-up of the trainer writing the word CELEBRATION on the board.</p>
<p>What should you keep in mind when trying to improve a high performing team's competencies in a teleworking environment?</p> <ul style="list-style-type: none"> <li>• Always keep the project objectives in mind. Always ask if you have any questions or doubts about them and make sure you communicate the objectives to your team.</li> <li>• To maximise coordination, make sure you are clear about your roles and responsibilities, as well as those of others.</li> <li>• Respect and trust others so they will respect and trust you. Both are essential when working together.</li> <li>• Make an effort to actively and empathically listen to others and use assertive language in your communication.</li> <li>• Focus on constructive conflict management.</li> <li>• Learn from your mistakes and note what gave good results.</li> <li>• Celebrate your successes. This also applies to the other members of your team, network or organisation.</li> </ul>	<p>Card with summary:</p> <ul style="list-style-type: none"> <li>• Clarify objectives</li> <li>• Clarify roles and responsibilities</li> <li>• Respect and trust</li> <li>• Listen and be assertive</li> <li>• Manage conflict</li> <li>• Learn from the past</li> <li>• Find time to celebrate</li> </ul>	<p>Close-up of the trainer with the text on one side of the screen (phrases only appear as they are mentioned).</p>
<p>Now it's time to put it all into practice!</p>		<p>Close-up of the trainer.</p>