

MOOC DIGITAL WORKPLACE

MODULE 3: TEAMWORK

VIDEO: MOD3_5: Interpersonal relationships

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.

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At the beginning of this module we learned about the importance of the dimensions of productivity and positivity for a group to become a high-performing team.

The positivity of the team depends very much on the interpersonal relationships between the team members. When this is high, it generates the necessary trust for the working relationships to be effective. This will also determine the level of personal satisfaction of members, which in turn will maximize the work climate, motivation and commitment of all involved.

How can we improve interpersonal relationships to achieve greater cooperation and better results?

Card:
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Close-up of the trainer for a few seconds holding a sign showing his/her full name.

The positivity of a team is made up from different "strengths", all of them valid and to be developed to the same degree, irrespective of the role in the team.

What are these strengths?

Card:
STRENGTHS OF POSITIVITY

The first strength is TRUST, since it is the basis of every team. Without it you would not be able to manage conflicts, the commitment of the members would be affected, responsibilities would be blurred which, of course, would influence the team's output.

Card:
TRUST

Close-up of the trainer.

The second strength is COMMUNICATION; the most important competency for working in a team. It is the vehicle through which we interrelate and coordinate.

Card:
COMMUNICATION

Close-up of the trainer.

The third strength is RESPECT, which means accepting others to be different, and not just "tolerating" them. Respect leads to integration.

Card:
RESPECT

Close-up of the trainer.

The fourth strength is DIVERSITY, since it enriches teams and makes them more productive, because team members can compensate and complete each other's talents, which in turn can generate very favourable synergies.

Card:
DIVERSITY

Close-up of the trainer.

The fifth strength is OPTIMISM. Working in a positive and cheerful environment encourages creativity and eases problem solving, making work much more enjoyable. Try to remain positive and upbeat at all times in the hope that your attitude is contagious and motivates others to be the same.

Card:
OPTIMISM

Close-up of the trainer.

The sixth strength is PARTNERSHIP, since we all need others at various times in life. Knowing that we can count on others is an essential part of helping us feel secure and generating self-confidence within the team.

Card:
PARTNERSHIP

Close-up of the trainer.

<p>And, finally, we have CONSTRUCTIVE INTERACTION, which is based on the attitude each member has about working together. All team members need to understand that they are all interdependent. Each member contributes what he/she can to build a stronger team. Furthermore, helping others heightens personal satisfaction and improves team spirit.</p>	<p>Card: CONSTRUCTIVE INTERACTION</p>	<p>Close-up of the trainer.</p>
<p>So summarising ...interpersonal relationships involves working on Trust, Communication, Respect, Diversity, Optimism, Partnership and Constructive Interaction.</p>	<p>Card:</p> <ul style="list-style-type: none"> ● Trust ● Communication ● Respect ● Diversity ● Optimism ● Partnership ● Constructive interaction 	<p>Close-up of the trainer pointing to text on-screen.</p>
<p>And ... what can each of us do to achieve greater positivity in the team?</p> <ul style="list-style-type: none"> ● Look for 'ad hoc' moments that allow you to build the necessary confidence with the rest of your colleagues and avoid the tendency to isolate yourself from the team. This is especially important when teleworking, because distance and some communication channels do not particularly favour this type of working scenario. It is more difficult to build solid working relationships of trust and it is hard to feel like part of the team. ● Maintain an attitude of respect and an appreciation for diversity. In this increasingly global world, it is almost certain that you will have to work with people from very different countries and cultures, so developing intercultural competencies is essential. As we have said before, respect leads to integration. ● Be conscience of your attitude and your emotions, always trying to be optimistic and available to help others. To do this, you will need to maintain communication with others on a regular basis to make it easy for others to get to know you and for you to get to know the rest of the team. This will help overcome the barriers that technology and distance put between you. 	<p>Card with summary:</p> <ul style="list-style-type: none"> ● Moments and means to generate trust. ● Attitude of respect and appreciation of diversity. ● Optimistic attitude and empowering emotions. 	<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, you need to have a think about what your current working situation is, and identify which areas you think you need to prioritise to develop the positivity in your team or in the network that you belong to that you can become a "high-performer" as soon as possible.</p> <p>Where are you going to start?</p> <p>What can you do to improve yourself?</p>		<p>Close-up of the trainer.</p>