

## MOOC DIGITAL WORKPLACE

### MODULE 3: TEAMWORK

#### VIDEO: MOD3\_6: Organisation and coordination of workflow

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
As we saw at the beginning of this module, a team besides being positive, must be productive! This implies so much that each one of its members must have both productivity skills and personal organisation skills (module 1). It also means that there must be an appropriate organisation of its members and an efficient co-ordination of the workflow.		Close-up of the trainer for a few seconds holding a sign showing his/her full name.
The productivity of a team is worked from different "strengths", all of them valid and to be developed in the same way, irrespective of the role. What are these strengths?	Card: STRENGTHS OF PRODUCTIVITY	
The first strength is PROACTIVITY. Being proactive is crucial to achieving goals. Each team member must be proactive, taking every opportunity to influence what he/she can.	Card: PRO-ACTIVITY	Close-up of the trainer.
The second strength is RESPONSIBILITY. If there is motivation and commitment, there will be responsibility. Each member of the team must be clear about his/her objectives in the team and what each of their roles and responsibilities are. If we do not assume our individual responsibility, the results can be very compromised, and the relationship with the other members of the team may worsen.	Card: RESPONSIBILITY	Close-up of the trainer.
The third strength is the OBJECTIVES AND STRATEGIES, which must be clearly defined and known to all. We should also define a strategy to achieve each objective, which will be the basis for the action plan we define thereafter.	Card: OBJECTIVES & STRATEGIES	Close-up of the trainer.
The fourth strength is ALIGNMENT. The team and its objectives must be aligned, with the mission, vision and values that define them. Without alignment, there is no guide, and the team can easily lose direction. This is fundamental to achieving the overall goal.	Card: ALIGNMENT	Close-up of the trainer.
The fifth strength is RESOURCES. A team must ensure that it has what it needs to deliver the results expected from it. In fact, if we do not have the resources necessary to reach an objective, it is perhaps not realistic (refer to the definition of an objective which has applied the SMART technique).	Card: RESOURCES	Close-up of the trainer.
The sixth strength is DECISION MAKING. It is essential to define the processes for decision making, who is responsible for what and/or who decides at any given time.	Card: DECISION MAKING	Close-up of the trainer.

<p>And, finally, we have LEADERSHIP, which must always exist, whether an actual leader(s) exists or not. In fact, in today's organisations, and in networking scenarios, more and more frequently, leadership is shared.</p>	<p>Card: LEADERSHIP</p>	<p>Close-up of the trainer.</p>
<p>So summarising...organisation and coordination of the workflow involves taking care of Proactivity, Responsibility, Objectives and Strategies, Alignment, Resources, Decision Making and Leadership.</p>	<p>Card:  <ul style="list-style-type: none"> <li>• Proactivity</li> <li>• Responsibility</li> <li>• Objectives and strategies</li> <li>• Alignment</li> <li>• Means</li> <li>• Decision making</li> <li>• Leadership</li> </ul> </p>	<p>Close-up of the trainer pointing to on screen text.</p>
<p>Before continuing, we should mention "meetings", one of the tools that teams have to coordinate and base decisions on.</p> <p>Unfortunately, unproductive meetings result in significant costs for teams and companies, with regard to time, money and motivation.</p> <p>To ensure that work meetings are successful, it is necessary to achieve an appropriate degree of participation, effectiveness, productivity, integration, collaboration and creativity among the members of the team, so that the appropriate decisions can be made and the problems being dealt with, solved.</p>	<p>Card: EFFECTIVE MEETINGS</p>	<p>Close-up of the trainer from another scene.</p>
<p>What steps should we take to keep meetings effective?</p> <p>BEFORE THE MEETING, we must define the objectives of the meeting, convene in a timely manner, invite only people who are relevant, schedule the items to be discussed (agenda) and prepare the necessary materials and resources. The attending staff should also prepare the meeting, depending on each of their roles.</p>	<p>Card: BEFORE THE MEETING:</p> <ul style="list-style-type: none"> <li>• Define objectives</li> <li>• Announcement</li> <li>• Order of the day</li> <li>• Necessary resources</li> <li>• Individual preparation</li> </ul>	<p>Close-up of the trainer with the text to one side of the screen (phrases only appear as they are mentioned).</p>
<p>DURING THE MEETING you should present the topics as per the agenda and the meeting's objectives. Always try to get decisions made and reach agreements. The minutes of the meeting should be recorded to reflect the agreements made and the next steps to be taken (including deadlines and those responsible for completing each next step). Finally there should be an evaluation of the meeting, specifying areas for improvement before the next meeting.</p>	<p>Card: DURING THE MEETING:</p> <ul style="list-style-type: none"> <li>• Follow-up of objectives and agenda</li> <li>• Decisions and agreements</li> <li>• Minutes of the meeting</li> <li>• Evaluation of the meeting</li> </ul>	
<p>AFTER THE MEETING, each person on the team will carry out what has been assigned to him/her, and will be monitored to ensure that what is agreed in the minutes is completed by the individual responsible, within the corresponding defined deadline.</p>	<p>Card: AFTER THE MEETING:</p> <ul style="list-style-type: none"> <li>• Performing Assigned Tasks</li> <li>• Follow-up of agreements</li> </ul>	
<p>And with all this, how can we improve organisation and coordination for the teleworker?</p> <ul style="list-style-type: none"> <li>• Clearly define and share with all members what the objectives to be achieved are, the strategies that will be carried out, the resources you have, and the roles and responsibilities of each member.</li> </ul>	<p>Card with summary:</p> <ul style="list-style-type: none"> <li>• Clarify and share objectives</li> </ul>	

<ul style="list-style-type: none"> <li>• Establish standards and define processes for effective decision-making and leadership. It is important that these processes and norms are clear for all members at all times, and that everyone respects them (individually and collectively). This is especially important if team members are not working in the same place, or working on par with the rest of the team.</li> <li>• All team members should try to be as proactive as possible and take responsibility for what they are assigned to guarantee success even though they may work independently, away from the team, in their day to day.</li> <li>• During virtual meetings, maintain the role of a facilitator to ensure that the agenda is met, and designate someone to take notes and do the minutes. It is even better, if the technology allows, that the meeting be recorded, for later consultation, either by members who have not been able to attend, or to review specific issues.</li> </ul>	<p>objectives, strategies, resources, roles and responsibilities.</p> <ul style="list-style-type: none"> <li>• Establish standards and processes.</li> <li>• Proactivity and responsibility.</li> <li>• Meetings with facilitator and minutes.</li> </ul>	<p>Close-up of the trainer with the text to one side of the screen (phrases only appear as they are mentioned).</p>
<p>Now, sit down and reflect on what you are already doing well in terms of team productivity, and what you should change ... are you ready? Well it's time to get to work!</p>		<p>Close-up of the trainer.</p>