

# Learning Exchange Network Newsletter

Wiltshire & Swindon Care Skills Partnership

Issue 3

## Topic: Team Building Techniques - 19th May 2010

**Guest Speaker:** Neil Oliver  
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Neil Oliver discussed some of the techniques that could be used to help with team building, and getting teams to integrate and communicate with one another. Some ideas already adopted by those who attended this session have also been included.

In general you tend to replicate the role you play in your own families to the role you ultimately take up within a team.

### Involving all staff in meetings

To make staff feel more included and willing to participate in team meetings you could:

- Put up the agenda before the meeting to enable people to add what they would like to be discussed.
- Get different people to take the meetings
- Remove the formality by changing where the meetings are held e.g. pub.
- Make it a more relaxed event by for instance, making it a coffee and doughnut morning.

### Seeing how individuals view their teams

Individuals will usually respond better to indirect methods of allowing them to talk about how they view their team than direct questioning. There's no right or wrong answer but it does enable individuals to express themselves openly without feeling

judged. It can also raise awareness of how teams are perceived by different people.

- Get people to draw a representation of how they see their team.
- Open up a discussion by using metaphors - If this team was a family what sort of family would it be? If this team was a football team what sort would it be? etc

### Getting your teams talking to each other

Great ways of finding out about one another and provoking discussion:

- Get everyone to write down four things about themselves but only one of those is true. Everybody has to guess which one might be true.
- Ask, who would you like to take out to dinner and why? (but can't be their partner).
- Get everybody to write down one question they would be happy to answer themselves. Then place all questions into a 'hat'. One question gets picked at random and everybody has to answer it. You could begin your staff meetings with one question.
- Throwing out questions for staff to answer: For instance, *Put your hands up if ...*  
*You've met anyone famous*  
*Your related to anyone famous* etc  
Then ask those with their hands up what their answers are.

These are methods in finding out a little more about those in your team, but not ways of trying to get people to merge personal and work life together.

### Appreciative Inquiry

Making teams more thoughtful about things that work well rather than focusing on the things that don't. Get staff to think of real examples and answer such questions like:

- *Think of a time when the team worked well.* Ask what their and other members of the teams contributions were to that.
- *This team works really well when ...*

### FIRO - B questionnaire

The FIRO-B® questionnaire measures how a person typically behaves towards others and how that person would like others to behave towards them.

The theory underlying FIRO-B (fundamental Interpersonal Relations Orientation Behaviour) questionnaire is that there are three interpersonal needs that vary among individuals.

The first is INCLUSION - the need to establish and maintain a relationship with other people. It seeks to ascertain how you balance the desire to be part of a group against the desire for solitude.

The second is CONTROL - the need to maintain a satisfactory balance of power and influence in relationships. It confronts the trade-offs we have to make between the desire for structure and authority versus the desire for freedom.

Finally, there is a need for AFFECTION - the need to form close and personal relationships with others. It seeks to determine how you balance the desire for warmth and commitment against the desire to maintain distance and independence.

Each of these three needs has two sub-dimensions - the expressed desire to give the need and the wanted desire to receive the need from others.

### Other methods

There are many methods of recognising the different qualities amongst individuals within a team, here are a few more:

- Belbin - Series of questions which identifies what sort of team player you are. A free mini version can be downloaded from the internet [www.belbin.com](http://www.belbin.com).
- Colour Works - Very descriptive and accurate method of identifying how you work with others and making you more self aware. This is a purchasable technique [www.thecolourworks.com](http://www.thecolourworks.com).
- Appreciative inquiry - Anne Radford is the leading light and you can register to receive her newsletters.

### Introduction of new members to a team

Staff that have been part of a team for a long time may become blind to processes and procedures that could be improved upon. New team members can bring a fresh pair of eyes and spot things that may or may not be working well. This might need to be encouraged as some people may not feel comfortable voicing their ideas when they've just joined a new team.



Group work at the LEN

For more information please visit: [www.ws-careskills.org.uk](http://www.ws-careskills.org.uk)  
or contact Wallace or Suzie on 01225 713136



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## LEN UPDATE

### TSI

TSI funding has been reduced by nearly 200 units this year as not enough acceptable claims were made for funding year 09/10.

For this funding year, each establishment must have used half their allocated units by the end of November or their units will be placed back into the system for others to use on a first come first served basis.

### NMDS

In order to claim any TSI funding this year (2010/11) 90% of your workforce must be updated on your NMDS records. Don't forget your NMDS links in with your AQAA.

If you would require any NMDS training please contact Suzie.

### Care Ambassadors

Thanks to First City, Order of St John Care Trust and Somerset Care at Home for four new Care Ambassadors.

If you know of any schools our Care Ambassadors could link up with to promote Social Care do let us know.

## Next LEN

### Time Management

The topics for the next meeting were discussed and the learning outcomes people wished to be covered are:

- How to prioritise
- How to delegate tasks
- How to say no
- How to keep up to date
- Including the whole team

## Future LEN meetings

If there are any topics you feel would be useful to cover, do let the Partnership know.

The Learning Exchange Network (LEN) is an initiative supported by Skills for Care in the South West. It is a local network bringing together owners and managers to give them information, advice and support. Its aim is to aid small care service providers to improve service delivery through improving the learning and development opportunities to their staff. It may also help managers to look at their own skills in managing their homes and leading their staff.

### ALREADY A MEMBER

If you have completed and returned the 2010/2011 LEN membership form and your interested in attending any of the below LEN days, please fill out the 'I would like to attend the LEN' form by visiting:

### NOT YET A MEMBER!

If you are interested in attending any of the LEN days and are not yet a 2010/2011 member, please download and fill out the LEN application form by visiting:

[http://www.ws-careskills.org.uk/html/l\\_e\\_n\\_.html](http://www.ws-careskills.org.uk/html/l_e_n_.html)

*As there are a limited number of places available on each day, please make sure you contact us to book your place.*

## Session Details

Each all day meeting will be **9.30am - 3.00pm**, please come along **15 minutes** earlier for registration and refreshments.

- It is advisable to bring a coat / jumper as the sports club can get chilly at times as we do tend to be sat a lot of the time

- Do feel free to bring a cushion for the chairs as they can get a little uncomfortable after a while

*Don't forget to bring your mug and your lunch!*

**21st July 2010** AM: **Time Management**  
Devizes Sports Club PM: **Updates, team activity and resource updates**

**1st October 2010** Annual Partnership conference  
Alexandra House, Wroughton CQC

**17th November 2010** AM: **Communicating with staff**  
Devizes Sports Club PM: **Updates, team activity and resource updates**

**January 2011** AM: **Employment Law**  
TBC PM: **Updates, team activity and resource updates**

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