

# Orientation Peer Leader Training Guide

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Tamara Bauer

Zanete Malan

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# 1. Delivering Disney's Magic to K-State Orientation

*"Always remember, the magic begins with you."*

Customer-Centric Culture	
Attention to Detail	
Creating Emotional Connections	

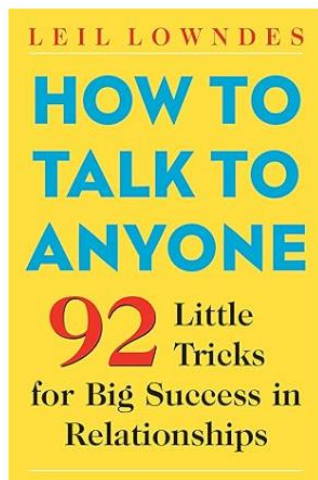
Disney's Service Objective: To exceed guests' expectations





"How to Talk to Anyone" is a practical guide to mastering the art of small talk and socializing with ease. Leil Lowndes provides readers with 92 easy and effective techniques for starting conversations, keeping them going, and making a great impression in any social or professional situation. From simple icebreakers to body language tips, this book covers everything you need to know to become a confident and engaging conversationalist.

Pre-reading: <https://www.shortform.com/blog/how-to-talk-to-anyone-leil-lowndes/#:~:text=In%20her%20book%20How%20to,they%20know%20you%20like%20them>. (Blog post by Darya Sinusoid)



### 3.1. Icebreakers and Openers

Start with a friendly greeting or an icebreaker to set a positive tone for the conversation.

#### a. Observational Openers

- Observe your surroundings and use what you see as conversation starters.
- Comment on the weather, an interesting piece of art, or a recent event.
- *"I noticed you're wearing a [specific item], where did you get it?"*
- *"Have you tried the [food/drink] from the cafeteria? I heard it's really good."*

**b. Genuine Compliments**

- Give sincere compliments as a way to start conversations.
- Compliment someone's outfit, hairstyle, or accessories.
- *"I love your [item of clothing], where did you get it?"*
- *"Your [accessory] is really cool, where did you find it?"*

**c. Shared Experiences**

- Ask open-ended questions about shared experiences.
- Ask about someone's experience with orientation or if they've attended any interesting events on campus.
- *"How's your orientation experience been so far?"*
- *"Have you been to any interesting events on campus lately?"*

**d. Humor**

- Use humor to break the ice and make others feel more comfortable.
- Share a funny anecdote or make a lighthearted comment about the situation.
- *"I think I've already gotten lost on campus a dozen times, how about you?"*
- *"Do you think we'll ever figure out how to use the campus printers?"*

## Icebreaker Questions

### Personal Interests and Hobbies

- What hobbies do you enjoy in your free time?
- Do you play any sports or musical instruments?
- What's your favorite book or movie?

### Travel and Experiences

- Have you traveled to any interesting places recently?
- What's your dream vacation destination?
- Have you ever lived in another country?

### Favorites

- What's your favorite food or restaurant?
- Do you have a favorite TV show or series you're currently watching?
- What's your favorite season and why?

### College Life

- What are you studying, and what drew you to that field?
- What are you most excited about this semester?
- Have you joined any clubs or organizations on campus?

### Future Aspirations

- What are your career goals or aspirations after college?
- Where do you see yourself in five years?
- What skills or experiences are you hoping to gain during your time at college?

#### Fun and Light-hearted

- If you could have any superpower, what would it be and why?
- What's the most interesting thing you've done recently?
- Do you have any pets? Tell me about them!

#### Background and Family

- Where did you grow up?
- Do you have any siblings? What are they like?
- What traditions or holidays are most important to your family?

#### Music and Entertainment

- What kind of music do you like? Do you have a favorite band or artist?
- Have you been to any concerts or events recently?
- What's the best movie you've seen this year?

#### Fun Facts

- What's a fun fact about you that most people don't know?
- Do you have any hidden talents or unique skills?
- What's the most adventurous thing you've ever done?

#### Hypotheticals

- If you could meet any historical figure, who would it be and why?
- If you won the lottery, what's the first thing you would do?
- If you could live in any time period, which one would you choose and why?

### 3.2. Non-verbal communication



- Nonverbal communication refers to gestures, facial expressions, tone of voice, eye contact (or lack thereof), body language, posture, and other ways people can communicate without using language.
- When you're interviewing for a job or participating in a meeting, your nonverbal communication is almost as important as your verbal responses. Crossed arms can seem defensive. Poor posture may appear unprofessional. A downward gaze or avoiding eye contact can detract from you being seen as confident.
- Types of non-verbal communication:
  - **Aesthetic** – involves creative expression such as art, music, dance, theatre.
  - **Physical Communication** – involves bodily movements used during social interactions, such as a smile, frown or wink or it involves the emotions we express.
  - **Signs** – include any signals that are used or displayed to communicate a message or that have a special meaning.
  - **Symbols** – are material objects that promote social status, such as jewelry, cars, clothing.
- Body language that could be interpreted differently by different culture groups.



- Differences between verbal and nonverbal communication

Basis	Verbal communication	Nonverbal communication
1. Use of words	Verbal communication uses oral or written words	Nonverbal communication does not use any oral or written words.
2. Types	Verbal communication two types: Oral and Written	Nonverbal communications may have various types: visual, audio, audio-visual, silent etc.
3. Understand	Easy to understand	Difficult to understand
4. Structured	Highly structured	Lacks in informal structure
5. Distortion of Information	Less possibility of distortion of information.	High possibility of distortion of information.
6. Continuity	Verbal communication begins and ends with words	Nonverbal communication continues until the purpose is achieved.
7. Feedback	Verbal communication gives a less and delayed feedback	Nonverbal communication gives a lot of feedback.

### 3.2.1. Application:

Open your selfie camera and take a good look at yourself.

What are the Signs and Symbols that people will notice first about you? What are you communicating non-verbally through these?

### 3.2.2. Body Language

Use open body language, such as facing the person you're talking to and using gestures that are open and inviting.

#### a. Smiling

- A genuine smile can instantly put the other person at ease and create a welcoming atmosphere. Smile warmly when greeting others and throughout your interactions.
- *Practice smiling naturally and warmly when greeting others.*

#### b. Eye Contact

- Make eye contact while speaking and listening to show interest and engagement.
- Maintain good eye contact to show that you are interested and engaged in the conversation.
- Avoid staring, but also don't look away too frequently, as it may be interpreted as disinterest.

**c. Open Body Language**

- Stand or sit up straight with your shoulders back to convey confidence.
- Avoid crossing your arms, as it can signal defensiveness or closed-off behavior, use gestures that are open and inviting.
- Keep your hands relaxed at your sides or use natural gestures to emphasize your points.
- Face the person you're talking to.

**d. Offer a firm handshake.**

- When appropriate, offer a firm handshake to greet the other person.
- Make sure your handshake is not too weak or too strong, as it can be off-putting.

**e. Maintain an appropriate distance.**

- Pay attention to personal space and maintain a comfortable distance from the other person.
- Invading someone's personal space can be uncomfortable, so be mindful of cultural differences in this regard.

**f. Be mindful of facial expressions.**

- Use facial expressions to convey interest and understanding during the conversation.
- Avoid frowning or showing expressions of boredom, as they can give the impression that you are not interested in the conversation.

**g. Listen actively.**

- Use non-verbal cues such as nodding and smiling to show that you are actively listening to the other person.
- Avoid interrupting and allow the other person to speak without being constantly interrupted.

**h. Dress appropriately.**

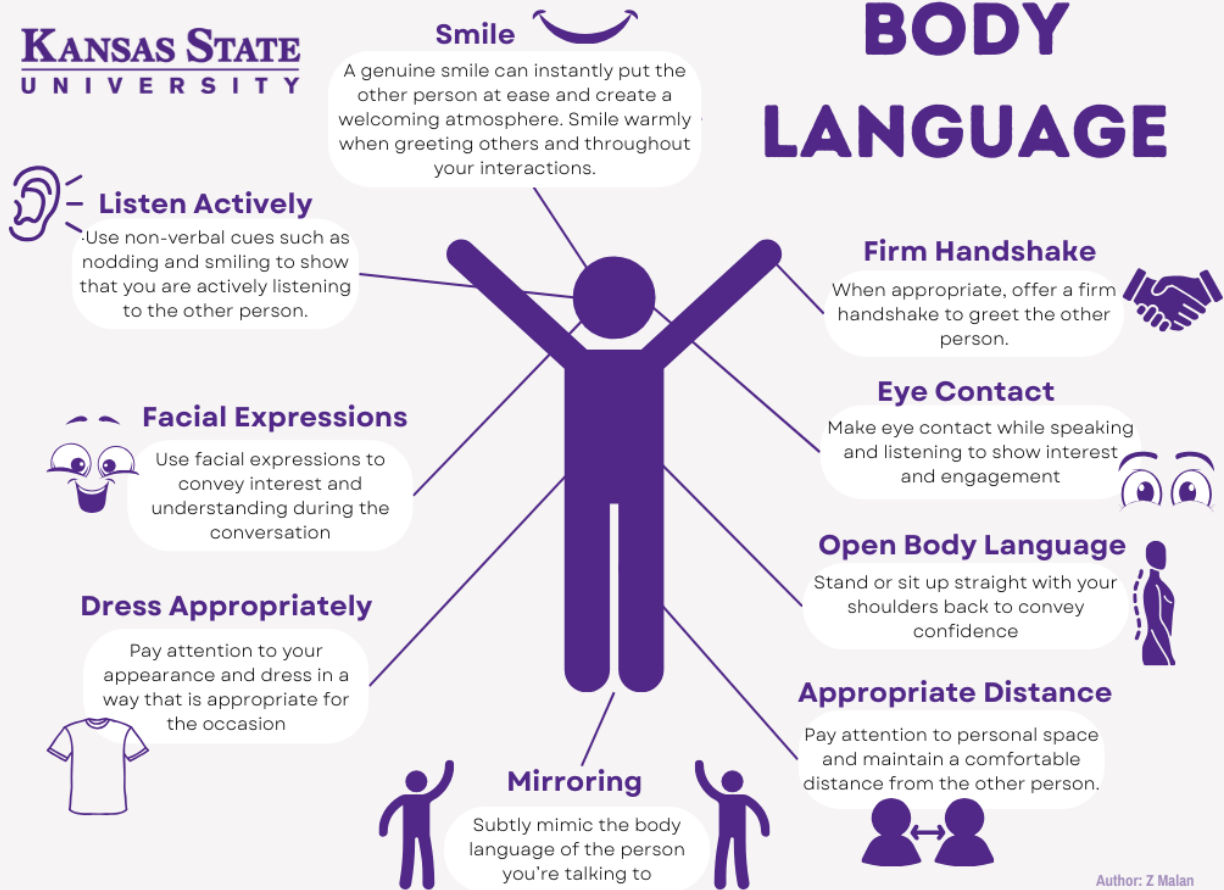
- Pay attention to your appearance and dress in a way that is appropriate for the occasion.
- Your clothing and grooming can also send non-verbal signals about your personality and attention to detail.

**i. Mirroring**

- Subtly mimic the body language of the person you're talking to.
- This helps build rapport and make a connection.

Practice talking to a friend. Ask them to note your body language and how comfortable you make them feel.

# BODY LANGUAGE



### 3.3. Listening Skills

#### 1. Maintain Eye Contact:

- Make eye contact with the speaker to show that you're engaged and paying attention.
- Avoid looking around or checking your phone while they're speaking.

#### 2. Nod and Use Facial Expressions:

- Nod occasionally to show that you're listening and understanding what the speaker is saying.
- Use facial expressions, such as smiling or frowning, to show empathy and understanding.

#### 3. Paraphrase and Reflect:

- Paraphrase what the speaker has said to ensure that you've understood them correctly.
- Reflect their feelings and emotions by acknowledging them and responding appropriately.

#### 4. Ask Clarifying Questions:

- Ask questions to clarify any points that you're unsure about or to delve deeper into the topic.
- This shows that you're actively engaged in the conversation and interested in what the speaker has to say.

#### 5. Avoid Interrupting:

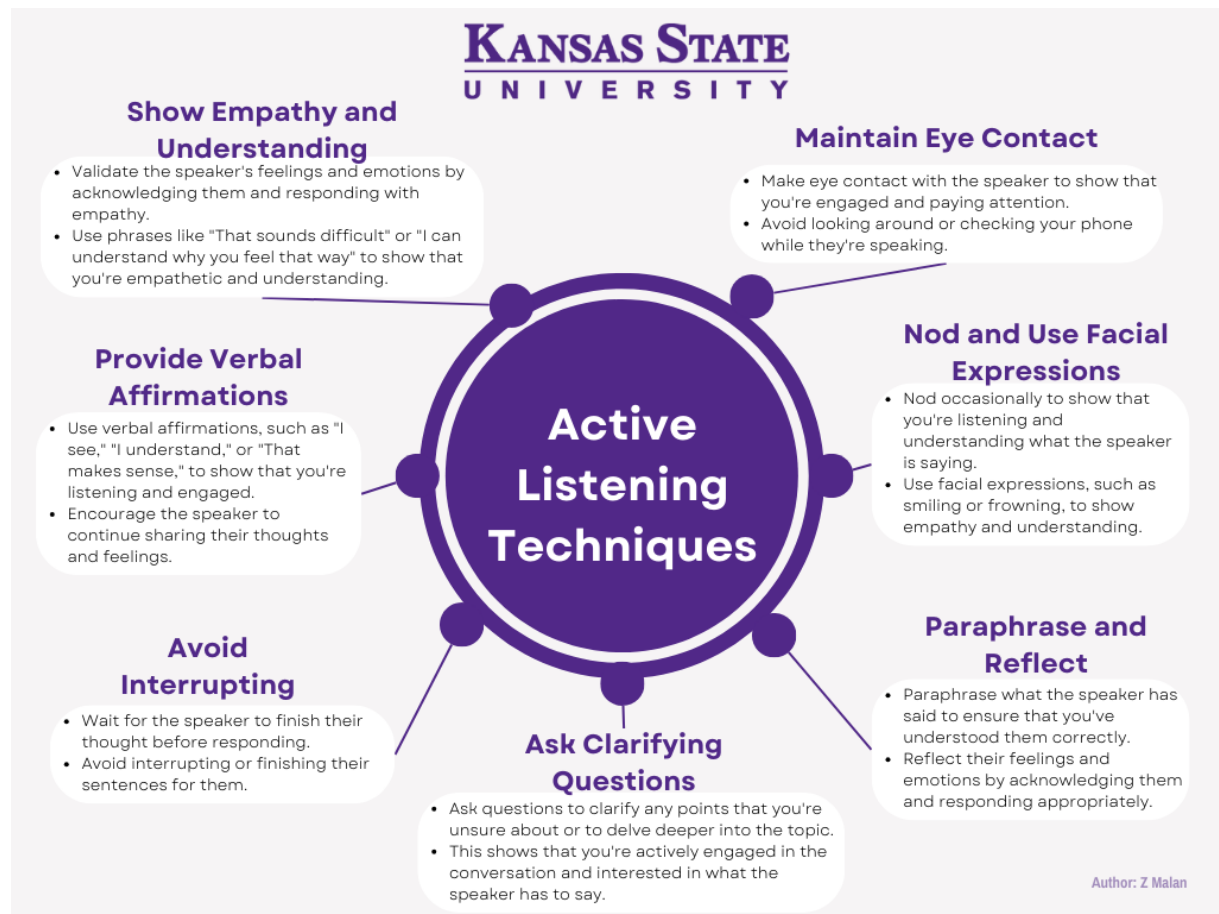
- Wait for the speaker to finish their thought before responding.
- Avoid interrupting or finishing their sentences for them.

#### 6. Provide Verbal Affirmations:

- Use verbal affirmations, such as "I see," "I understand," or "That makes sense," to show that you're listening and engaged.
- Encourage the speaker to continue sharing their thoughts and feelings.

#### 7. Show Empathy and Understanding:

- Validate the speaker's feelings and emotions by acknowledging them and responding with empathy.
- Use phrases like "That sounds difficult" or "I can understand why you feel that way" to show that you're empathetic and understanding.



### 3.4. Confidence Building

Boost your confidence and approachability to make it easier to connect with others.

Leadership from the dancing guy: <https://www.youtube.com/watch?v=hO8MwBZl-Vc&t=51s>

#### a. Positive Self-Talk

- Practice positive self-talk to boost your confidence.
- Focus on your preparation and knowledge.
- *Practice smiling naturally and warmly when greeting others.*

#### b. Visualization

- Visualize successful interactions before they happen.

#### c. Power Poses

- Adopt confident body language.
- Stand tall with your shoulders back and your head held high
- Grey's Anatomy: Amelia's superhero pose - <https://www.youtube.com/watch?v=cdNDa-cUrtM>



### 3.5. Building Relationships

#### 3.5.1. My Relationships activity

- In the table below, write the names of 4 people you know. One name in each column
- Answer each of the following questions in the rows under each name:

	1	2	3	4
What qualities do you appreciate in this person?				
What is your favorite memory with this person?				
What are the challenges in this relationship?				
What makes this relationship work?				

#### Discussion:

Nurturing personal relationships can enhance leadership skills. Effective leaders build strong, supportive relationships with their team members.

Knowing the best qualities in our relationships, helps us, as leaders to be intentional in creating supportive and meaningful relationships with those they are supporting.

- What lessons do you learn from your current relationship on how to be intentional with new relationships?

Learn how to build strong, meaningful connections with anyone you meet.

**a. Find Common Ground**

- Look for common interests that could form the basis of a conversation.
- Be observant and use what you know about the person or the situation to keep the conversation going.

**b. Remember Names**

- Repeat the person's name when you first meet them.
- Use their name in conversation.

**c. End on a positive note.**

- Express gratitude for the conversation and indicate your interest in future interactions.
- Leave the conversation on a positive and friendly note.

**d. Follow Up**

- Exchange contact information if appropriate.
- Follow up with an email or a message to keep the connection alive.

# SMALL TALK CHECK LIST



Start conversations, keep them going and make a great impression in any situation.



## ICE BREAKER

- Start with a friendly greeting or an icebreaker to set a positive tone for the conversation.



## BODY LANGUAGE

- Smile warmly and make eye contact to show interest and engagement.
- Use open body language, such as facing the person you're talking to and using gestures that are open and inviting.



## ACTIVE LISTENING

- Focus on the speaker and avoid distractions.
- Nod, make verbal affirmations, and paraphrase what the other person has said to show that you're listening.



## OPEN-ENDED QUESTIONS

- Ask questions that invite more than just a yes or no response to keep the conversation going.



## EMPATHY & UNDERSTANDING

- Validate the other person's feelings and experiences.
- Show empathy by acknowledging their perspective.



## NO INTERRUPTING

- Wait for a natural pause in the conversation before speaking.



## COMMON GROUND

- Look for shared interests or experiences that you can bond over.



## REMEMBER NAMES

- Repeat the person's name when you first meet them.
- Use their name in conversation to show that you value and respect them.



## FOLLOW UP

- Exchange contact information if appropriate.
- Send a follow-up message after the conversation to keep the connection alive.



## END ON A POSITIVE NOTE

- Express gratitude for the conversation and indicate your interest in future interactions.
- Leave the conversation on a positive and friendly note.

BASED ON "HOW TO TALK TO ANYONE" BY LEIL LOWNDES  
AUTHOR: Z MALAN

**KANSAS STATE**  
UNIVERSITY.

## Observation game

- Pair up with another person.
  - For 2 minutes, stand in front of your partner and look at each other from head to toe.
  - Turn around (not facing your partner), and change 5 things about yourself. (Examples: Take a shoe off, put your hair in a ponytail, remove an earring, take your belt off, roll your sleeves up, etc.).
  - After another 2 minutes are up, turn back around and see if your partner can figure out the changes.
  - Each person takes turns pointing out something interesting they notice and making a comment or asking a question about it.
- 
- **Objective:** Practice using observations as conversation starters.
  - **Outcome:** Increased awareness of surroundings and improved ability to initiate conversations based on shared experiences.

## Debrief

- Did anything surprise you or stand out during the activity?
- Did participating in the observation game change your perception of your surroundings?
- In what ways did the observation game help improve your ability to initiate conversations?




## 4. Inside the Magic Kingdom: Your vision

In "Be Our Guest," Disney Institute shares its renowned approach to customer service, offering valuable insights and practical strategies for delivering exceptional experiences. The revised and updated edition provides timeless lessons and new examples that can be applied to various industries, including higher education.

REVISED AND UPDATED EDITION

# BE OUR GUEST

Perfecting the Art  
of Customer Service



Which Disney character are you: <https://news.disney.com/quiz-which-disney-character-are-you-part-1>

Walt Disney Quotes:

- *"We keep moving forward, opening new doors, and doing new things, because we're curious and curiosity keeps leading us down new paths."*
- *"The difference between winning and losing is most often not quitting."*
- *"All our dreams can come true, if we have the courage to pursue them."*
- *"When you believe in a thing, believe in it all the way, implicitly and unquestionable."*
- *"All the adversity I've had in my life, all my troubles and obstacles, have strengthened me... You may not realize it when it happens, but a kick in the teeth may be the best thing in the world for you."*

### 1. Creating Magical Experiences

- Deliver on the Magic and the Wow Factor - be transported to a world of possibility, delight and excitement every time.
- To deliver magic, you must also have an obsession with details and make sure everything is presented perfectly and accurately every time.

- Exceed customer expectations and create memorable experiences for students and visitors during college orientation.
- Understand the importance of every interaction in shaping the overall perception of the institution.

## 2. Casting for Attitude

- Embody the values of the institution and deliver exceptional customer service.
- Be proactive and solution oriented.

## 3. Training for Guest Satisfaction

- Central to Disney's goals is always exceeding guest expectations, and the four points of the compass make this happen; guestology, quality standards, delivery systems, and integration. Guestology is understanding and knowing the needs and wants of your customer, including demographics and psychographics.
- Anticipate student needs, resolve issues, and exceed expectations.
- Create a culture of continuous improvement.

## 4. Creating a Culture of Service

- Highlights of Disney's guidelines for guest service include maintaining eye contact and smiling when greeting guests, greet and welcome guests with favorable phrases, try and remedy problems and questions quickly before they escalate, display appropriate body language, appear presentable, and thank guests often.
- Focus on personalizing the student experience and exceeding expectations at every touchpoint.
- Take ownership of the student experience and contribute to a positive campus culture.

## 5. Delivering Exceptional Experiences

- Apply Disney's principles of customer to create a welcoming and inclusive environment for all students.

### Application: Inside the Magic Kingdom: Write your own vision.

Let's take a couple of minutes to reflect on your role as a peer leader. Think about your goals, aspirations, and the impact you might have on new students.

Write your answers to the following questions:

- What do you want to achieve as an orientation leader?
- How do you want to influence and support new students?
- What values and principles will guide your actions?
- What drives and motivates you in this role?
- What does success look like for you in this role?
- What positive changes do you want to bring about?

Read through your answers and write your vision for your role as an Orientation Leader in two to three sentences.

*“As an Orientation Leader, I want to...”*

*“As an Orientation Leader, my goal is to...”*

*“I envision to...”*

**Format Suggestions:**

- Keep it clear and concise.
- Use positive and inspiring language.
- Ensure it reflects your purpose, values, future aspirations, and desired impact.


**Example Vision Statement:**

*"I envision creating a welcoming and inclusive environment where every new student feels valued and supported. By embodying empathy, leadership, and integrity, I strive to inspire and empower others to achieve their full potential and contribute positively to our community."*

# **Customer Service: Creating a great experience**

*Inside the Magic Kingdom*  
**Tom Conaellan**

## **Service Standards**

1. Always make eye contact and smile
2. Exceed guest expectations and seek out guest contacts
3. Always give outstanding quality service
4. Greet and welcome each and every guest

## **Guidelines for Teamwork**

1. Go beyond the call of duty
2. Demonstrate strong team initiative
3. Communicate aggressively with guests and fellow cast members
4. Preserve the magical guest experience

## **Lessons**

1. The competition is anyone the customer compares you with
2. Pay fantastic attention to detail
3. Everyone walks the talk
4. Everything walks the talk
5. Customers are best heard through many ears
6. Reward, recognize and celebrate
7. XrXryonx makxs a diffxrxncx

## **Customers**

1. Display honesty, integrity and a sincere concern for their needs
2. Remembering names and faces
3. Maintaining poise, integrity and confidence during all interactions

**We work while others enjoy their stay.**

- We are open in all kinds of weather; convenience is our aim
- We are here to make things easier for our guests

**We create a friendly atmosphere.**

- Two musts: practice a friendly smile; use friendly, courteous phrases
- Maintain a neat, professional appearance
- Never complain or comment on operating or personal problems

**We give the personal touch.**

- Treat each guest as a special individual
- One personal experience, good or bad, can make the greatest impression
- Use the guest's name whenever possible

**We know the answers.**

- We find the answer when we have questions
- Do not send guests in circles
- Eliminate call transfers when possible

**We know our roles.**

- All cast members understand and strive to achieve their natural work group goals
- Empowered to resolve a problem and prevent a repeat

**We are a team.**

- Our atmosphere is friendly and informal
- We take our job seriously, not ourselves; we create fun in our roles and for our guests
- We communicate openly; we do not promote barriers between people

## 5. Facilitation

### 5.1. How to increase participation:

- **Encourage participation:** Encourage students to participate by asking open-ended questions, providing opportunities for discussion, and creating a supportive and inclusive learning environment.
- **Make it relevant:** Connect the orientation content to students' personal experiences, interests, and goals to make it more relevant and engaging.
- **Make it interactive:** Incorporate interactive activities, such as group discussions, problem-solving exercises, and games, to keep students engaged and to encourage participation.
- **Set clear expectations:** Clearly communicate the expectations for participation in the Orientation activities and provide regular feedback on students' participation.
- **Address barriers:** Address any barriers to participation, such as language, cultural, or economic differences, by providing additional support and resources as needed.
- **Foster a positive atmosphere:** Foster a positive and supportive learning environment by creating a welcoming and inclusive atmosphere and by encouraging respectful and productive interactions among students.

### Facilitation Basics – how to intentionally be a great facilitator of learning!

#### 1. Choosing the Right Methods (see next pages for creative delivery strategies)

What strategies will best facilitate student engagement?

- Shout-outs
- Pair-shares
- Reading Guides/Guided Notes/Theory Matrix
- Jigsaw
- Mark-Ups
- Doodles, Drawings, Diagrams
- Eye-Witness News Role-Play
- Small Group Teach Backs
- Hat Full of Quotes
- Gallery Walk
- Debate
- Take a Stand
- Let's Trade (Notecards)
- Action Plan
- Think and Write
- Case Study Challenge

#### 2. Setting the Stage – Creating the Learning Environment

What types of environments engage you?

How will you serve as the “host” to engage your guests?

- Setting the tone
  - i. Visually
  - ii. Sound
  - iii. Attitude
  - iv. Greeting learners as they arrive
- Materials/supplies/handouts
- Room set-up

### **3. Playing the Part**

- Coming prepared
- Gestures
- Facial Expressions
- Posture
- Body Movement
- Choosing whether to sit or stand
- Clothing/Attire
- Voice – tone, enunciation, pace
- What is authentic to you?

### **4. Giving Clear Directions**

Am I being clear? Provide the When, Who, Directions, Check and Action

**An example of good direction giving is...**

#### **When**

- When I say move

#### **Who**

- Everyone with a yellow card

#### **Directions**

- Will move into a group on the right side of the room
- (everyone with a red card to the left side of the room)
- When you get into your group, you will work together to solve the puzzle presented on the powerpoint
- The first group to solve the puzzle should all stand together and shout “done” will be the winners
- NOTE: If there is a time limit, state that!

#### **Check for Understanding**

- What questions are there?

#### **Action**

- Ready? Move!

## 5. Asking and Answering Questions

### Strategies for Asking Questions

- Plan questions (matched to specific learning points)
  - *What leadership theory does that idea align with?*
- Are you trying to get information or opinions?
  - *Could you support your idea with something you read in the article in the SDL?*
- Use open ended questions
  - *Why's that?*
- Ask one question at a time
- Ask group before individual
- WAIT, WAIT, WAIT (use silence)
- Move from general to specific
  - *What does inclusion mean or look like? vs. In what ways have you seen individuals not be inclusive?*
- Use LASER SPEAK
  - *When you think about why inclusion might be important for your future career, what comes to mind? vs. Why is inclusion important in your career?*

### Ways to Answer or Redirect Questions

- Listen
- Paraphrase, clarify, verify
- Pose to the group ... what do you think?

### Processing Activities

How do we learn from experiences?

This is the most important part!

#### *Sharing the "What?"*

- What happened? What did you do? See? Feel? Hear?
- What was most difficult/easy?
- What problems or issues occurred?

#### *Processing the "So what?"*

- What can we learn from this activity?
- What does this mean? How does it affect you?
- Why is this skill or idea important?

#### *Challenging with "Now what?"*

- Now what are you doing to do?
- How are you doing to apply this in your own life?
- What is the next step?
- How can you make a difference with this information?



## 5.2. How to create a sense of belonging among students

Creating a sense of belonging among students is important for promoting student engagement, motivation, and success. Here are some strategies that can help:

- **Encourage inclusivity:** Foster a welcoming and inclusive atmosphere by encouraging respectful and productive interactions among students, regardless of their backgrounds, experiences, or identities.
- **Create opportunities for interaction:** Encourage students to get to know one another by creating opportunities for interaction, such as conversations, discussions, and social events.
- **Recognize diversity:** Recognize and celebrate the diversity of the students by highlighting the unique perspectives and experiences of different students, and by creating a supportive environment for all.
- **Encourage personal connections:** Encourage students to form personal connections with their peers by creating opportunities for shared experiences.
- **Promote positive relationships:** Encourage positive relationships between students by creating a supportive and an inclusive environment, and by fostering open and honest communication.
- **Provide resources:** Provide resources and support for students who may feel isolated or marginalized, such as counselling services, or student organizations.
- **Celebrate successes:** Celebrate the successes of individual students to create a sense of community and to reinforce a shared sense of purpose.

## 7.1. Teamwork

### Activity

- Divide into small groups.
- Reconstruct a puzzle without a lid or instructions.
- The first group to finish, wins!

### Debrief

- **Communication:** How did you communicate your observations and ideas to the team? What worked well and what could be improved?
- **Collaboration:** How did you ensure that everyone was involved and contributing to the task? Did you notice any roles naturally forming within the team?
- **Problem-Solving:** What strategies did you use to approach the puzzle? How did you adapt your strategy when you faced challenges?
- **Trust and Respect:** How did you build trust and respect within the team? Were there any moments where you had to rely on a teammate's perspective or suggestion?
- **Leadership:** Did anyone take on a leadership role during the activity? How did leadership and initiative help guide the team?
- **Conflict Resolution:** How did you handle disagreements or different opinions within the team? What techniques did you use to resolve conflicts?
- **Adaptability:** How did you adapt your approach when the initial strategy didn't work? What was the outcome of these changes?
- **Celebrating Success:** Did your team take time to acknowledge small successes along the way? How did this impact your overall motivation?


5.2.1. Steps to being a Great Team

Being part of a great team at is a phenomenal feeling. People still *want* teamwork. It can just be a bit tricky sometimes. If it isn't happening naturally, most people are stumped by the challenge to generate it. The key is to give your team the right conditions to develop and grow.

**1. Have a great leader**

It starts at the top. If you don't already have good teamwork at the grassroots level, then it's time for the leadership team to, well, lead. By example. They're the ones that the rest of your team look to for guidance, so they should be establishing teamwork as the norm.

**2. Communicate every day in every way**

Good communication is at the heart of great teamwork. Great teams communicate well and often, their members are happy to share ideas, brainstorm together, ask for feedback, and be contradicted.

- **Be clear:** Set the tone for communication among the team by clarifying expectations
- **Listen:** Communication is as much about listening as it is about speaking. Make sure you're listening to fellow team members and actually considering their thoughts before offering your own solutions and input.
- **Method:** There are so many ways to reach each other in the modern age. Try to use the most suitable tool to communicate for your specific needs, whether that's email, a chat tool, phone call, or face to face. We've got an article that'll help you decide which communication tool is best for what.
- **Touch base:** Encourage informal meetings, information sharing, and huddles between team members. People shouldn't have to wait for a weekly catch-up meeting to get together. Collaborative team members are comfortable communicating as and when they need to.
- **Collaboration tools:** These enable workers to connect across the world, or across the office, in a group or one-to-one conversation. They also make progress on group projects at the times that are most convenient for them.

**3. Exercise together**

Before deciding on a team building exercise, it's important to assess what specific challenges your team is facing. For example, does your team need to become more familiar with each other, or do they need to recover from a conflict? You may pick different exercises for each of these situations.

**4. Establish team rules**

Rules don't have to be a dampener, but they do have to exist to keep everyone aligned. Rules will safeguard the success and productivity of a team.

Establishing rules early is best, but be willing to consider changing them if they're hindering rather than helping the team. You can write them down or just chat about them openly. Either way, you should be clear on why they exist and ask for contributions/feedback from everyone.

Some examples:

- When we meet, we're all present (no cell phones or laptops).
- We'll be open about our frustrations.
- We listen with intent, rather than waiting for our turn to talk.
- We respect out of office hours and won't expect communication unless it's an emergency.

## **5. Clarify purpose**

If a team doesn't understand the purpose of their work, their attention and enthusiasm can dwindle. Be clear about why you're doing what you're doing - it's the key to motivation.

So, find the "why" - the purpose - for your current project or final goal, and why you're taking each of the steps that lead you there. Not only will this keep everyone motivated and aligned, it's a great way to review your process and ensure you're taking the best steps to get to where you need to be.

## **6. Recognize and reward**

Recognized team members are satisfied team members. And satisfied team members do better at work. If you want a happier, stronger team, recognition is key.

## **7. Delegate**

Team members should be adept in identifying all aspects of a project and allocating tasks to the most appropriate team members.

## **8. Take a break**

Team building doesn't have to happen while you're actively working. In fact, it's proven that taking breaks together can result in a higher level of productivity and help re-evaluate goals as needed.

Getting together in a less formal setting will encourage better communication, sharing, and bonding between team members.

## **9. Focus on strengths**

Focusing on the weaknesses of your team members can seriously affect engagement and consequently lower the team's productivity. Team members who use their strengths every day are six times more likely to be engaged in their jobs.

Everyone is different - we have different strengths, passions, and weaknesses. One of the cornerstones of a good team leader is focusing on individuals' strengths, and bringing together a team of people that has a combined skillset to get the job done. As long as everyone contributes by bringing a strong skill to the team, their weakness should not be dwelt on.

## **10. Show gratitude**

How much gratitude do you show? People actually want to be thanked. Gratitude is actually proven to lead to an increased sense of self-worth and trust within the workplace. Start saying those magical words! Be thankful for the big and the small things that your team members bring to the table each day.

## **11. Accept differences**

When you're so frustrated by one of your team members because their opinions, mannerisms, or approach to work seem completely alien.

Problems arise when differences of opinion aren't dealt with correctly - when people feel unheard, bullied, or disregarded. If you want to keep your team together (and stay sane) consider a few of these handy tips:

- **Remember the importance of balance:** Our lives, workplaces, and output benefit from a mix of both chaos and order. A workplace with just one or the other would become monotonous and less robust.
- **Embrace disagreements:** These are often learning opportunities. Opposite opinions should be dealt with respectfully and carefully to ensure everyone is happy and innovation is maximized.
- **Appreciate the differences:** Even though your team members have different attributes, they should be recognized for the strengths they bring. Don't play favourites based on your own personality.

## 12. Celebrate

Celebrating your success as a team will bring people closer together, encourage conversation, and boost happiness. Celebrations don't have to be big, but they should be frequent.

Here are some ideas:

- **Have a casual Friday meeting:** Chat about the small successes of the week. Have everyone share their achievements and have them celebrate and thank each other.
- **Have a small token mascot:** A magic eight ball, a pair of glitzy scissors, a plastic figurine - that gets passed to the team member who was most successful or helpful in the past week/month. Have every team member contribute to this decision through an anonymous vote.

# STEPS TO BEING A GREAT TEAM

BEING PART OF A GREAT TEAM AT IS A PHENOMENAL FEELING.  
THE KEY IS TO GIVE YOUR TEAM THE RIGHT CONDITIONS TO  
DEVELOP AND GROW.

**KANSAS STATE**  
UNIVERSITY

AUTHOR: Z MALAN

<p><b>Have a Great Leader</b></p> <p>They're the ones that the rest of your team look to for guidance, so they should be establishing teamwork as the norm.</p> 	<p><b>Take a break</b></p> <p>Getting together in a less formal setting will encourage better communication, sharing, and bonding between team members.</p> 	<p><b>Communicate every day in every way</b></p> <ul style="list-style-type: none"> <li>• <b>Be clear</b> - Set the tone for communication among the team by clarifying expectations</li> <li>• <b>Listen</b> - Communication is as much about listening as it is about speaking.</li> </ul>	<p><b>Exercise together</b></p> <p>Before deciding on a team building exercise, it's important to assess what specific challenges your team is facing. Pick a team building exercise that works</p> 
<p><b>Clarify Purpose</b></p> <p>Be clear about why you're doing what you're doing - it's the key to motivation.</p> 	<p><b>Establish team rules</b></p> <ul style="list-style-type: none"> <li>• When we meet, we're all present (no cell phones or laptops).</li> <li>• We'll be open about our frustrations.</li> <li>• We listen with intent, rather than waiting for our turn to talk.</li> <li>• We respect out of office hours and won't expect communication unless it's an emergency.</li> </ul> 	<ul style="list-style-type: none"> <li>• <b>Method</b> - Try to use the most suitable tool to communicate for your specific needs</li> <li>• <b>Touch base</b> - Communicate as and when you need to</li> </ul>	<p><b>Accept differences</b></p> <p>Problems arise when differences of opinion aren't dealt with correctly - when people feel unheard, bullied, or disregarded. If you want to keep your team together (and stay sane) consider a few of these handy tips:</p>  <ul style="list-style-type: none"> <li>• Remember the importance of balance</li> <li>• Embrace disagreements</li> <li>• Appreciate the differences</li> </ul>
<p><b>Focus on strengths</b></p> <p>Everyone is different - we have different strengths, passions, and weaknesses. One of the cornerstones of a good team leader is focusing on individuals' strengths, and bringing together a team of people that has a combined skillset to get the job done.</p> 	<p><b>Delegate</b></p> <p>Team members should be adept in identifying all aspects of a project and allocating tasks to the most appropriate team members.</p>	<p><b>Show Gratitude</b></p> <p>Gratitude is actually proven to lead to an increased sense of self-worth and trust within the workplace. Start saying those magical words!</p> 	<p><b>Recognize and reward</b></p> <p>Recognized team members are satisfied team members.</p> 

## 6. How does my worldview impact my role as an Orientation Leader?

“It's not differences that divide us. It's our judgments about each other that do.”

— Margaret Wheatley

### Social Identity Wheel

Adapted from “Voices of Discovery,” Intergroup Relations, University of Arizona

Leigh E. Fine, Ph.D.

