The I in Team
Emphasizing Individual Strengths and Creating a Team Culture

University of San Francisco
Office of Undergraduate Admission
WACAC 2016
AGENDA

1. Context
2. Onboarding
3. Maximizing Strengths
4. Staying Connected
SETTING THE SCENE

USF Summer 2015

• 10 full-time staff
• 50% new hires
• 4 in first professional admission position
• 1 departure in September 2015
• 1 mid-year hire in January 2016
• 1 departure mid-year March 2016

Sound Familiar?
TEAM FORMATION & DEVELOPMENT

Tuckman's Team & Group Development Model

Effectiveness of Team

Performance of Team

Forming

Storming

Norming

Performing
ONBOARDING

Forming: Initial meeting time where members may learn more about one another, define their tasks and goals, and identify opportunities and challenges which they might face.

Tuckman, 1965
SOCIALIZATION

- Socialization of team members who are later integrated into an existing team is paramount for group development.
- Socialization is the process through which new members adjust over time to the actions and values of the group.
- Socialization leads to increased trust and improved performance and effectiveness.
- The nature and quality of the interactions between newcomers and insiders are the major determinants of adjustment and other socialization outcomes.

Franz, 2012
ONBOARDING & SOCIALIZATION AT USF

- Non-random pairings for summer projects: site visits to peer institutions & updating articulation agreements
- Having multiple senior staff members conduct training for junior staff
- Creating personal bonds through excursions, planning days, and happy hours
DISCUSSION
STRENGTHS

Norming: group members now have the time to get to know each other better and learn strengths and weaknesses. Gain detailed knowledge of what one another can do for the group.

Tuckman, 1965; Larson & Christiansen, 1993
TEAM PERFORMANCE IS ENHANCED WHEN THE TEAM:

1. Understands how to maximize each person’s strengths
2. Regularly discusses each person’s strengths
3. Possesses basic understanding of one another’s strengths
4. Everyone can say that he/she gets to do what he/she does best everyday
STRENGTHSFINDER @ USF

- Web-based assessment of normal personality from the perspective of Positive Psychology
- 177 pairs of potential self-descriptions on polar ends of a continuum
- Example: "I read instructions carefully" versus "I like to jump right into things"
- 20 seconds to choose most accurate self-descriptor
- Results in top five strengths in categories of influencing, executing, relationship building, and strategic thinking
TEAM TALENT MAP

• Collective Strengths

• What is this team good at?

• What does the group struggle with?

• Which domain appears to be the most/least dominant?

How will this affect the group’s performance?
STAYING CONNECTED

• Consistent and routine communication is a dominant factor in a team achieving a high level of effectiveness (Hackman, 1990).

• Must communicate to develop strategy and plan work (Ilgen, Hollenbeck, Johnson, & Jundt, 2005).

• High-performing teams reported more willingness to express ideas, higher levels of listening and trust, as well as feeling more comfortable with the overall work climate (Hill, 1982).
SLACK

• Team communication platform
• Real time messaging
• Reduces the need for emails and meetings
• Used across multiple devices
• One-to-one and group messaging
• File sharing
• Fun to use
• Decrease Emails
• Increase Team Productivity
• Increase Communication on the Road
• Free!
Jenna Morris 8:39 AM
@ava I can

Ava Agree 8:39 AM
Thanks @jmorris4

April Crabtree 9:19 AM
@everyone: please let me know where you are with going through incomplete files and emailing your true incompleteds with reminder emails

Yesterday

Zach Gripenstraw 4:58 PM
@everyone: Reminder that our ambassador party/Thank you starts at 5:30 Kalmanovitz terrace. Hope to see you there if you can make it for a few! 😊

Jenna Morris 5:02 PM
yay

Today

Zach Gripenstraw 9:37 AM
@everyone anyone have a polo today?

Jenna Morris 9:41 AM
no i don't
Group Channels
DIRECT MESSAGES (10)  

- slackbot
- Abigail Jelavich
- April Crabtree
- Ava Agree
- Jenna Morris
- Jenna, Jorge
- Jorge Alvarado Grajeda
- Kelly Mills
- Terri Lewis-King
- Zach Gripenstraw

+ Invite People
Zach Gripenstraw  6:51 PM  🌟
I am on deck again for jury duty tomorrow. Can anyone switch with me?

May 10th

Jon Rice  8:02 AM
I can take your morning info, @zgripnstraw, but I have my PA at 2 pm. Can someone take the afternoon one, @channel?

April Crabtree  8:11 AM
And who is on for COD?

Zach Gripenstraw  8:14 AM
@channel: hopefully i'll be done early today and can make it to work! otherwise i need coverage for COD/ the 2pm info 😞

Jon Rice  8:15 AM
I can take COD too, that's fine!

Ava Agree  8:29 AM
I can do the 2pm info!

Zach Gripenstraw  8:32 AM
Thanks y'all!! I'll return the favor :)  

April Crabtree  8:49 AM
Please update WC.
Jenna Morris 4:54 PM  
lol yes.. in order to motivate myself i am allo girl after each transfer app I read

April Crabtree 4:54 PM  
bahahahahahahahahaha
this is the best thing that's happened on Sla avocados

Jenna Morris 4:58 PM  
only problem is i forgot to put pants on mine!

Jon Rice 5:02 PM  
excellence in everything

Abigail Jelavich 5:03 PM  
I LOVE these!!!!!!

Jon Rice 5:03 PM  
I think these should go on our official websi
Increasing Communication

#tales-from-the-road

October 19th, 2015

April Crabtree  10:49 AM

@channel: check your email, it’s Slack Spirit Week. Today: Travel Gif-Off, Post a gif that best describes how you feel about this time during travel season

http://37.media.tumblr.com/384396b09d7f83e7934cde9c7c6270ee/tumblr_mzofxi5Ehr1cl5yr7o2_250.gif (737KB)

Is there anymore wine?
No? I’m leaving.

Possibly this: http://images.huffingtonpost.com/2015-07-11-1436652454-7196132-embrace.gif (884KB)
#hungry-games

9 members | Add a topic

March 8th

*Terri Lewis-King* 12:34 PM
Last call about to hit send

*Terri Lewis-King* 12:42 PM
Food ordered!

*Terri Lewis-King* 1:14 PM
@channel: Food in 269

March 9th

*Jenna Morris* 12:08 PM
Who is ordering today?

*April Crabtree* 12:09 PM
@channel: Who's up to pick?

*Jenna Morris* 12:09 PM
I don't know
I can pick if no one else wants to. I don't think @jfrice has picked in a while

*Jenna Morris* 12:42 PM
Ok it seems like a lot of people want papalote and I don't mind picking up. Please send me your orders by 12:50
@channel:

*Jenna Morris* 1:12 PM
@channel: Just ordered. Will be ready in 30 minutes

*Jorge Alvarado Grajeda* 1:55 PM
@channel We are almost back with the food. Be there in about 5 minutes!
DISCUSSION
Thank You!