



# CHARACTERISTICS OF A GREAT TEAM

# TEAM



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Logan City Council



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**SUPPORTED BY MATTHEW KELEHER MANAGER ASSETS & MAINTENANCE FRASER COAST REGIONAL COUNCIL**

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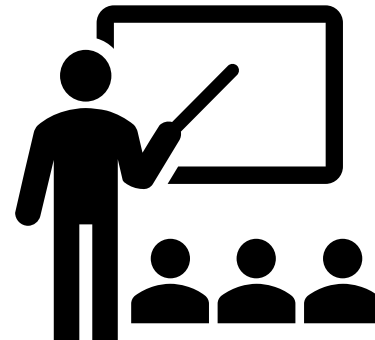


# CONTENTS

- BENEFITS OF FUN
- ORGANISATIONAL WELLBEING
- BOUNDARIES
- CRITICAL VALUES
- COMMUNICATION
- TRUST
- THE ROLE OF LEADERSHIP
- EXAMPLES



HAZARD



# BENEFITS

- BENEFITS
- WELLBEING
- BOUNDARIES
- CRITICAL VALUES
- COMMUNICATION
- TRUST
- LEADERSHIP
- EXAMPLES

## INCREASED

- Job satisfaction
- Commitment
- Creativity
- Energy
- Organisational citizenship behaviour
- Productivity

## DECREASED

- Absenteeism
- Anxiety
- Emotional exhaustion
- Turnover
- Burnout

# ORGANISATIONAL WELLBEING

BENEFITS

WELLBEING

BOUNDARIES

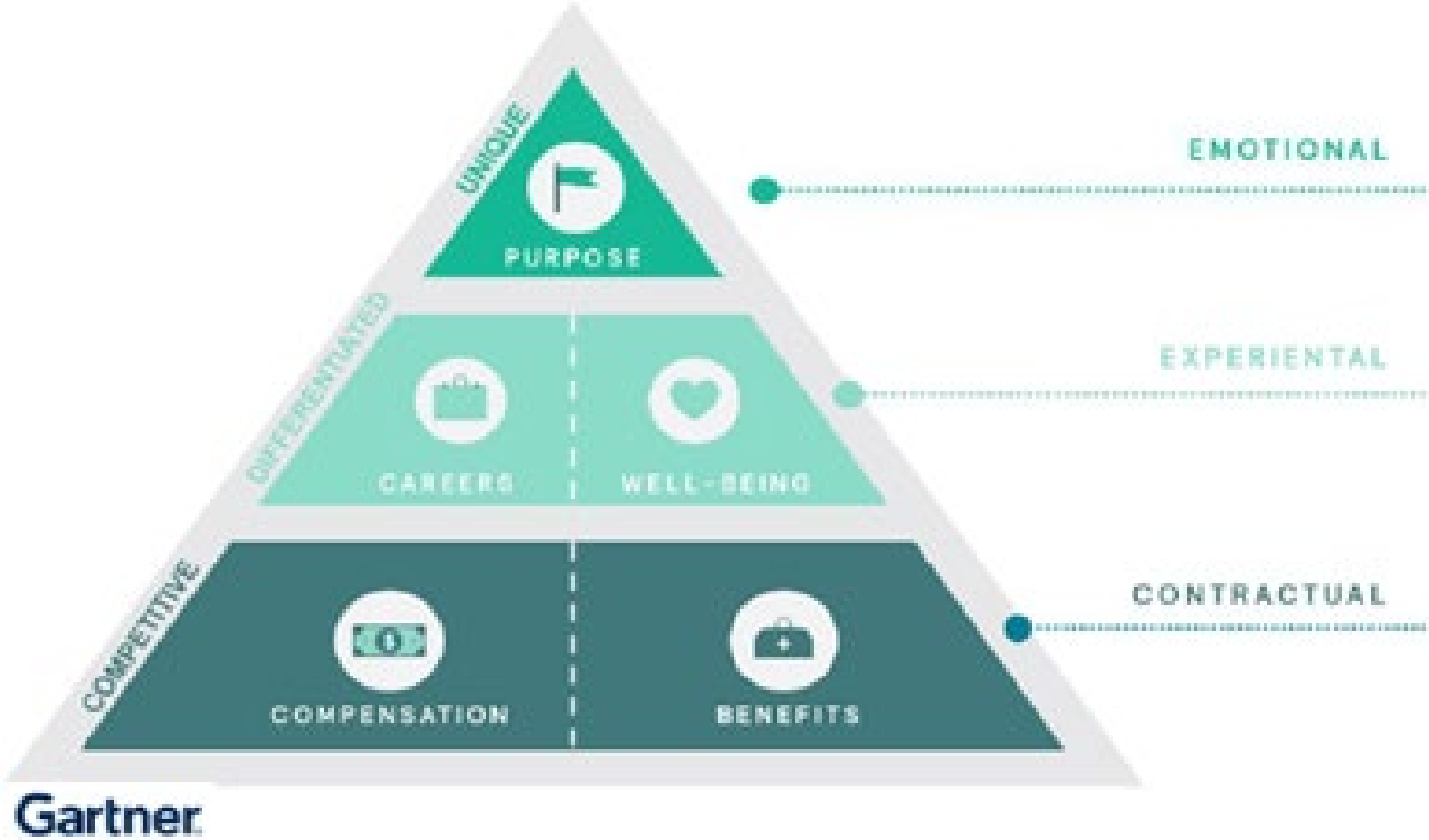
CRITICAL VALUES

COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES



# THE HUMAN DEAL

BENEFITS  
WELLBEING  
BOUNDARIES  
CRITICAL VALUES  
COMMUNICATION  
TRUST  
LEADERSHIP  
EXAMPLES



<p> <b>Deeper Connections</b></p> <p>Make employees feel understood by helping them be themselves and maintain their personal connections.</p> <ul style="list-style-type: none"> <li>• Camaraderie</li> <li>• Collegial Work Environment</li> <li>• DEI</li> <li>• Manager and Leadership Quality</li> <li>• Family Support</li> <li>• Community Support</li> <li>• Co-worker Quality</li> </ul>	<p> <b>Radical Flexibility</b></p> <p>Make employees feel autonomous by giving them flexibility to decide where, when, how much, how and with whom they work.</p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Innovative Work</li> <li>• Risk Taking</li> <li>• Work-Life Harmonization</li> <li>• Workspace</li> </ul>	<p> <b>Personal Growth</b></p> <p>Make employees feel valued by providing them with personal growth opportunities.</p> <ul style="list-style-type: none"> <li>• Professional Development</li> <li>• Personal Development</li> <li>• Future Career Opportunity</li> <li>• Equal Opportunities</li> <li>• Job-Interests Alignment</li> </ul>
<p> <b>Holistic Well-Being</b></p> <p>Make employees feel cared for by providing them a complete set of well-being offerings and ensuring they use them.</p> <ul style="list-style-type: none"> <li>• Compensation</li> <li>• Employer Recognition</li> <li>• Health Benefits</li> <li>• Retirement Benefits</li> <li>• Vacation/Holiday</li> <li>• Organizational Stability</li> <li>• Well-Being Offerings</li> </ul>		<p> <b>Shared Purpose</b></p> <p>Make employees feel invested by taking actions on societal and cultural issues.</p> <ul style="list-style-type: none"> <li>• Work Purpose</li> <li>• Social Responsibility</li> <li>• Environmental Responsibility</li> <li>• Ethics/Integrity</li> </ul>

# WHEN DOES 'FUN' OVERSTEP THE MARK

BENEFITS

WELLBEING

BOUNDARIES

CRITICAL VALUES

COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES





# ORGANISATIONAL LEVEL

Critical values to be embedded in the workplace to foster wellbeing

BENEFITS

WELLBEING

BOUNDARIES

CRITICAL VALUES

COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES



# COMMUNICATION

BENEFITS

WELLBEING

BOUNDARIES

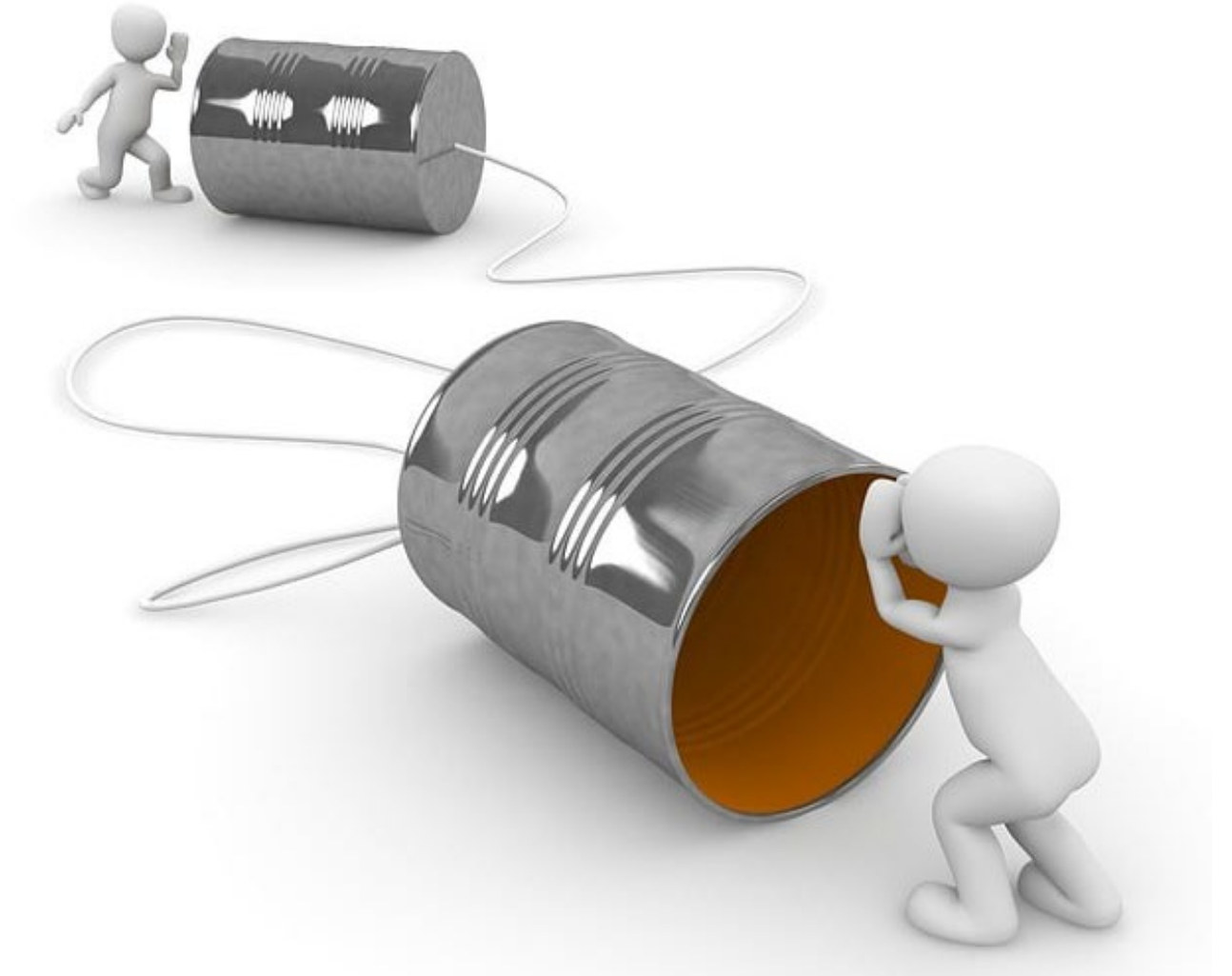
CRITICAL VALUES

COMMUNICATION

TRUST

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EXAMPLES



# DIFFERENT WAYS WE COMMUNICATE

BENEFITS

WELLBEING

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COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES

- Body language
- Facial expression
- Gestures
- Tone of voice



# TYPES OF UNCONSCIOUS BIAS



## Affinity Bias

Feeling a connection to those similar to us



## Perception Bias

Stereotypes and assumptions about different groups



## Halo Effect

Projecting positive qualities onto people without actually knowing them



## Confirmation Bias

Looking to confirm our own opinions and pre-existing ideas.

BENEFITS

WELLBEING

BOUNDARIES

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TRUST

LEADERSHIP

EXAMPLES

# DIVERSITY AND INCLUSION

BENEFITS

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CRITICAL VALUES

COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES



# PSYCHOLOGICAL SAFETY

BENEFITS  
WELLBEING  
BOUNDARIES  
CRITICAL VALUES  
COMMUNICATION  
TRUST  
LEADERSHIP  
EXAMPLES



# TRUST

BENEFITS

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BOUNDARIES

CRITICAL VALUES

COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES



# TRUST EQUATION

BENEFITS

WELLBEING

BOUNDARIES

CRITICAL VALUES

COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES

$$\begin{array}{c} \mathbf{T} = \\ \text{Trustworthiness} \end{array} \frac{\begin{array}{ccc} \mathbf{C} & + & \mathbf{R} & + & \mathbf{I} \\ \text{Credibility} & & \text{Reliability} & & \text{Intimacy} \end{array}}{\begin{array}{c} \mathbf{S} \\ \text{Self-Orientation} \end{array}}$$



# RECAP - GOOD TEAM CULTURE

BENEFITS

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TRUST

LEADERSHIP

EXAMPLES

- Collaboration, knowledge sharing, communication, supporting each other. When you have a good culture, trust is strong and people do the right thing.
- Benefits: increased job satisfaction, commitment, creativity, energy, organizational citizenship behavior, productivity and negatively affects absenteeism, anxiety, emotional exhaustion, turnover and burnout.



# THE ROLE OF LEADERSHIP

BENEFITS

WELLBEING

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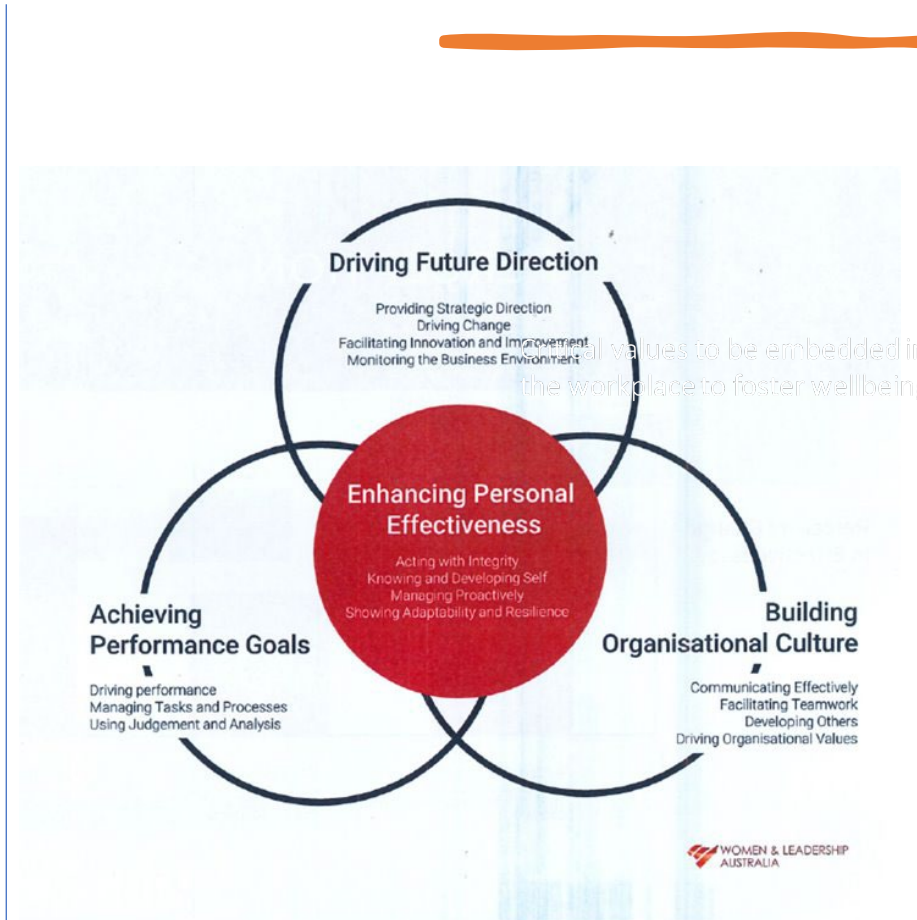
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COMMUNICATION

TRUST

LEADERSHIP

EXAMPLES



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WELLBEING

BOUNDARIES

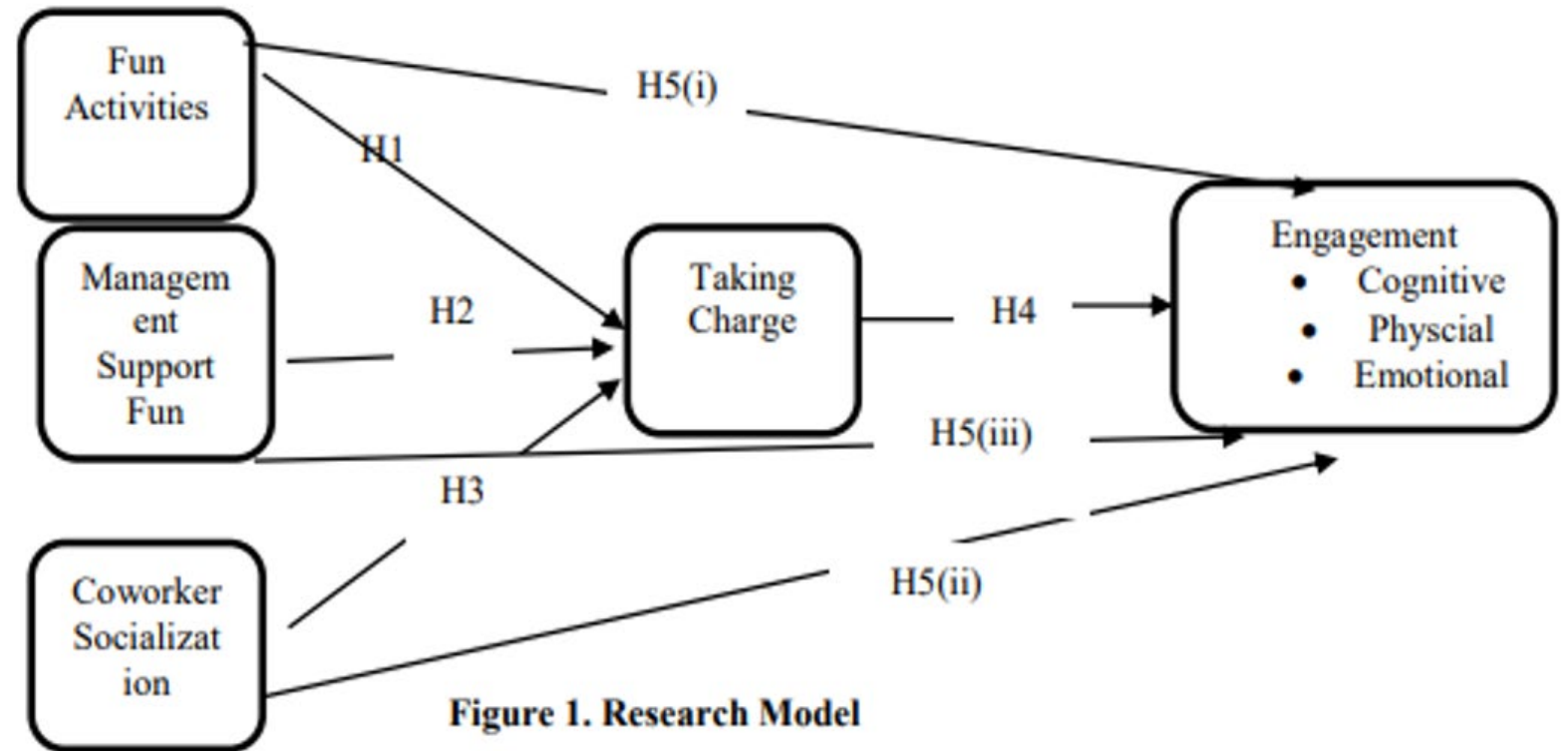
CRITICAL VALUES

COMMUNICATION

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EXAMPLES



Source: Büşra Müceldili, Oya Erdil (2016), Finding Fun in Work: The Effect of Workplace Fun on Taking Charge and Job Engagement. Procedia - Social and Behavioral Sciences, Volume 235



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Enabling Belonging  
Logan City Council



Enabling Fun Activities  
Ipswich City Council



Celebrate Wins  
Western Downs Regional Council



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## Energize Meetings Logan City Council



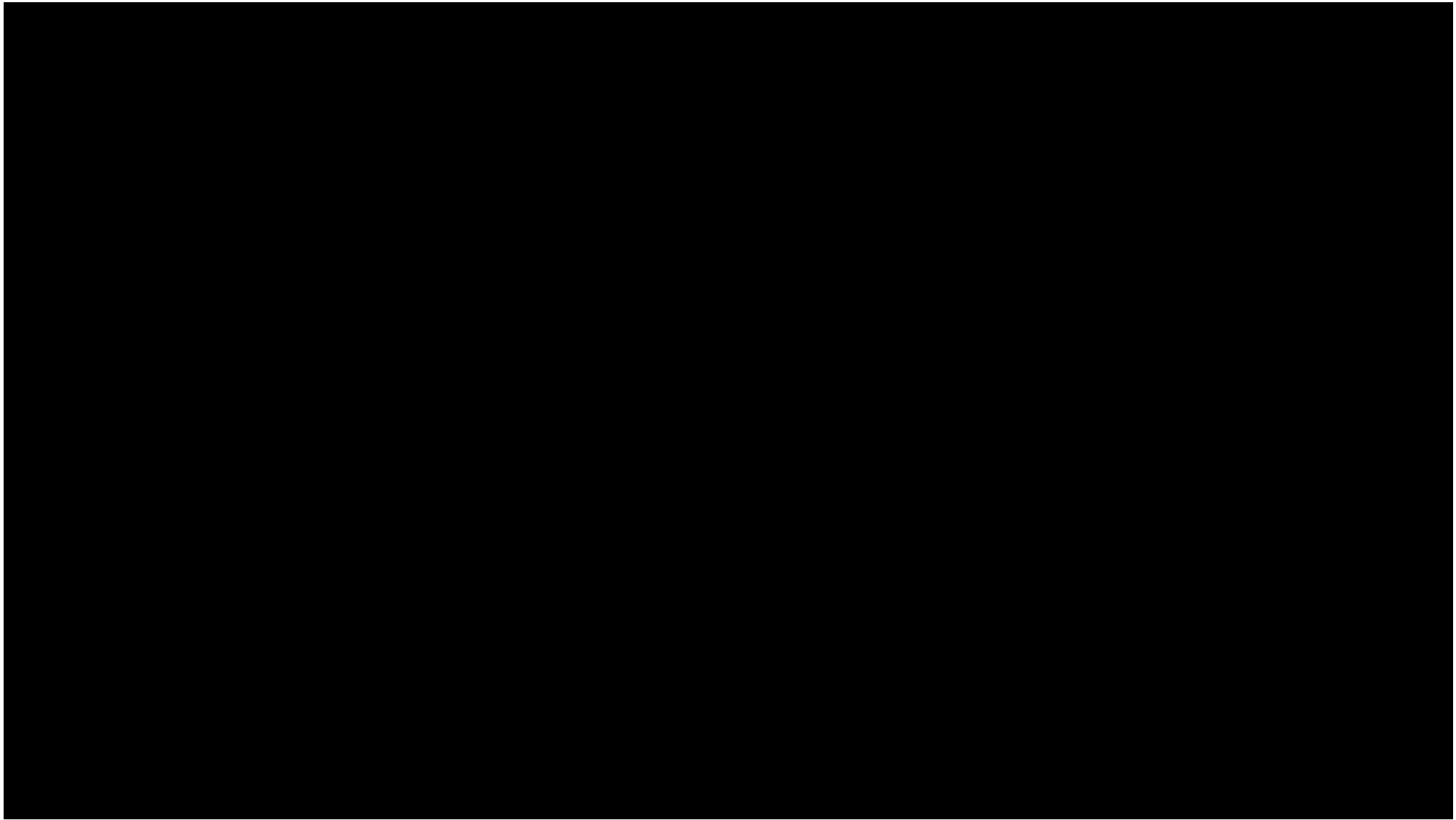
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## Push and Pause Ipswich City Council





Allow for Creativity  
Western Downs Regional Council



Bollywood Dancing

Logan City Council