TOASTIE TIPS

IT’S NICE TO BE NICE
GOOGLE RESEARCH

We all know that when there is teamwork our goals will be more likely to be achieved than having a dysfunctional team of leaders to work with. Let’s face it, we cannot choose the leaders because they are elected by the majority. So here you are faced with people who may or may not support your objectives. We always have to remind ourselves that this team is not about ourselves, this is about us (District Trio) to give service to-THEm (members).

In District 20, we work with many nationalities, culturally different with various work ethics. I realized how true the saying “different strokes for different folks”. What really worked was making the group of leaders feel we are all equal. Their suggestions and opinions matters most and we were willing to listen with an open mind. In 2013, there were 286 clubs of a single district, with 7 countries (Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar and the United Arab Emirates, it was indeed a challenge!) The biggest challenge (or nightmare) was the club and membership retention.

As leaders, we fall into the trap of chartering new clubs intensely only to overlook the fact that it is equally important to look after the existing clubs. We should prioritize the clubs that have 12 or less members.

The Club Growth Director and his/her team should spring into action and assign coaches as early as possible. Looking inwards is a priority we should initiate. In fact the work starts as soon as the cut-off date of the previous term is announced! That’s when you know which clubs to start working on –either relaunching it, assigning a coach while connecting with the Area directors.

Each district is unique and the Trio should work immediately on the District Success Plan –and put it into ACTION!

I came across this article which says it all. Just be NICE! Enjoy reading!

After years of intensive analysis, Google discovers the key to good teamwork is being nice

Google wants to know the secret to building a more productive team.

The tech giant charged a team to find out. The project, known as Project Aristotle, took several years, and included interviews with hundreds of employees and analysis of data about the people on more than 100 active teams at the company.

The Googlers looked hard to find a magic formula—the perfect mix of individuals necessary to form a stellar team—but it wasn’t that simple. “We were dead wrong,” the company said.
Google’s data-driven approach ended up highlighting what leaders in the business world have known for a while; the best teams respect one another’s emotions and are mindful that all members should contribute to the conversation equally. It has less to do with who is in a team, and more with how a team’s members interact with one another.

The findings echo Stephen Covey’s influential 1989 book *The 7 Habits of Highly Effective People*: Members of productive teams take the effort to understand each other, find a way to relate to each other, and then try to make themselves understood.

Matt Sakaguchi, a midlevel manager at Google, was keen to put Project Aristotle’s findings into practice. He told Charles Duhigg of The New York Times how he took his team off-site to open up about his cancer diagnosis. His colleagues were initially silent, but then began sharing their own personal stories.

At the heart of Sakaguchi’s strategy, and Google’s findings, is the concept of “psychological safety,” a model of teamwork in which members have a shared belief that it is safe to take risks and share a range of ideas without the fear of being humiliated. As Google explains:

Did you feel like you could ask what the goal was without the risk of sounding like you’re the only one out of the loop? Or did you opt for continuing without clarifying anything, in order to avoid being perceived as someone who is unaware?

Harvard Business School professor Amy Edmondson explored the concept a 1999 study, which concluded that “psychological safety” boosted performance in teams.

Google now describes psychological safety as the most important factor to building a successful team.
In short, just be nice.