

The Vitality of Teamwork

**Tools and Strategies for Seamless Communication within Supported
Employment Services**

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CENTER FOR
DEVELOPMENT
& DISABILITY

Who am I?

Sister > Advocate > Team Leader

Job Coach > Job Developer > CIE Program Manager



Learning Objectives

- ★ Apply the vitality and values of teamwork and understand how they benefit a Supported Employment Program.
- ★ Analyze the 7 functions of a team.
- ★ Utilize teamwork-focused, evidence-based practices when creating and optimizing the performance of teams.
- ★ Utilize tips to maximize team performance with a person-centered focus in job development.



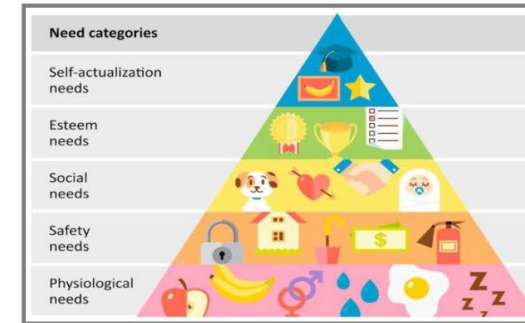
Maslow's Hierarchy of Needs



Think About A Person You Support...

Please take a few minutes to fill out this worksheet.

Maslow's Hierarchy of Needs Activity Worksheet



Maslow's Hierarchy of Needs is vital to understanding and interpreting the support needs of the people we support. Everyone's needs are different and unique and knowing these needs informs what services we provide. Think about an individual you're working with right now and ask yourself the following questions as they relate to their lives.

1. Which categories in Maslow's Hierarchy do most of their needs fall within?
2. What can you do with your resources to support this person?
3. How does your role or the services your organization provides positively impact their success at work and home?



Let's Breakdown Teamwork

A scenic landscape at sunset or sunrise. The sky is filled with vibrant colors, transitioning from deep blue at the top to bright orange and yellow near the horizon. Wispy clouds are scattered across the sky, catching the light. In the foreground, there are dark, silhouetted mountains and a small town or village nestled in a valley. The overall mood is peaceful and inspiring.

Etymology of Teamwork

Even centuries ago teamwork was a relevant concept...

{Teamwork} = {collaboratio maximi momenti}

English Latin

Collaboratio

Work Together

Maximi

Greatest Effort,
Most Important

Momenti

Momentum,
Movement



Four Core Areas of Importance:

- ★ Communication
- ★ Open Mindedness
- ★ Empathy
- ★ Efficiency



Why Teamwork is Important to Me?



My Dream Team



**The People
I Love and
Support**



Best Practices for Teamwork



Proven Strategies For Working in a Team Setting

- ★ **Debriefs (Team Meetings)**
- ★ **Collective Capability**
- ★ **Collaborative Mental Model**



Leadership Practices for a Team

3 Steps to a Successful Team

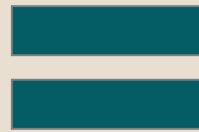
- ★ Forming
- ★ Functioning
- ★ Finishing



Photo credit: Paramount

Leadership Practices for a Team

Indicators of Success



- ★ Collaboration
- ★ Confidence and trust
- ★ Cohesion
- ★ Lower levels of conflict
- ★ Increased performance
- ★ Team member satisfaction
- ★ Willingness to continue to work collaboratively.

A scenic landscape featuring a range of mountains in the background, a valley with some buildings in the middle ground, and a sky with soft, colorful clouds in shades of orange, pink, and blue, suggesting a sunset or sunrise. The text is overlaid on the upper portion of the image.

Did you know?

Teams that conduct well-designed debriefs, perform an average of 25% better than other teams.

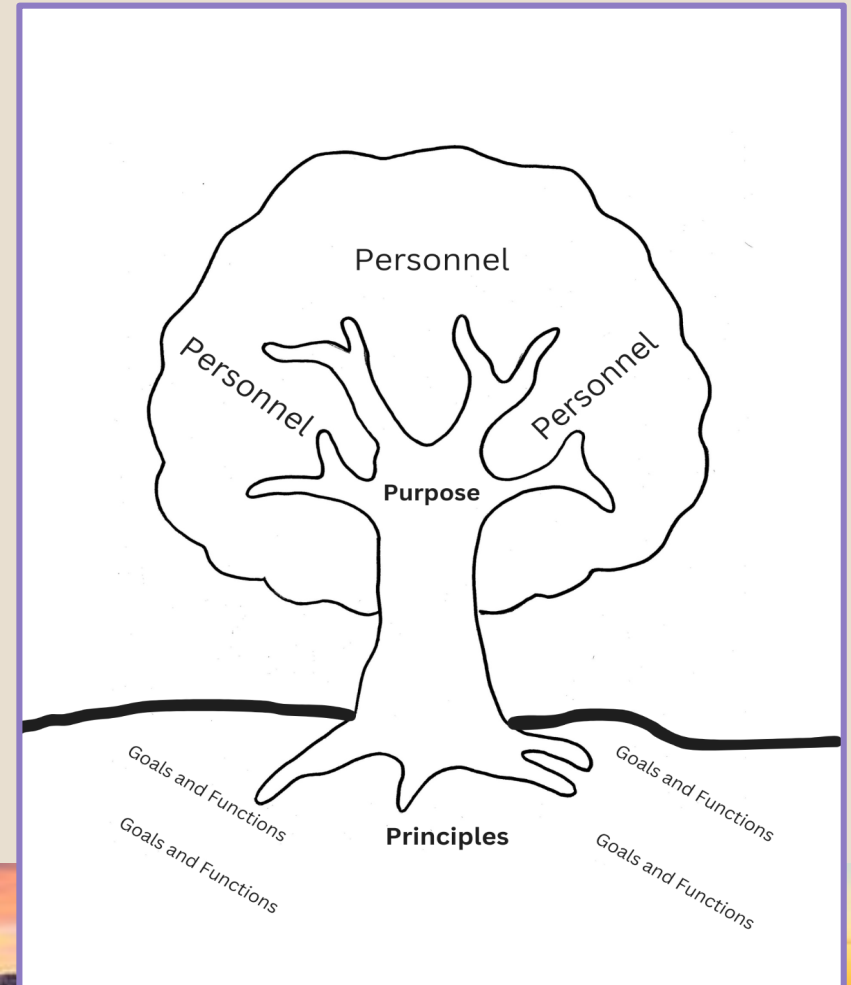
Teamwork in Supported Employment

A wide-angle landscape photograph capturing a sunset or sunrise. The sky is a vibrant mix of orange, pink, and purple, with scattered clouds catching the low light. Below the horizon, a range of rugged mountains stretches across the frame, their peaks and ridges silhouetted against the colorful sky. In the foreground, a small town or village is visible, nestled in a valley. The overall mood is serene and expansive.

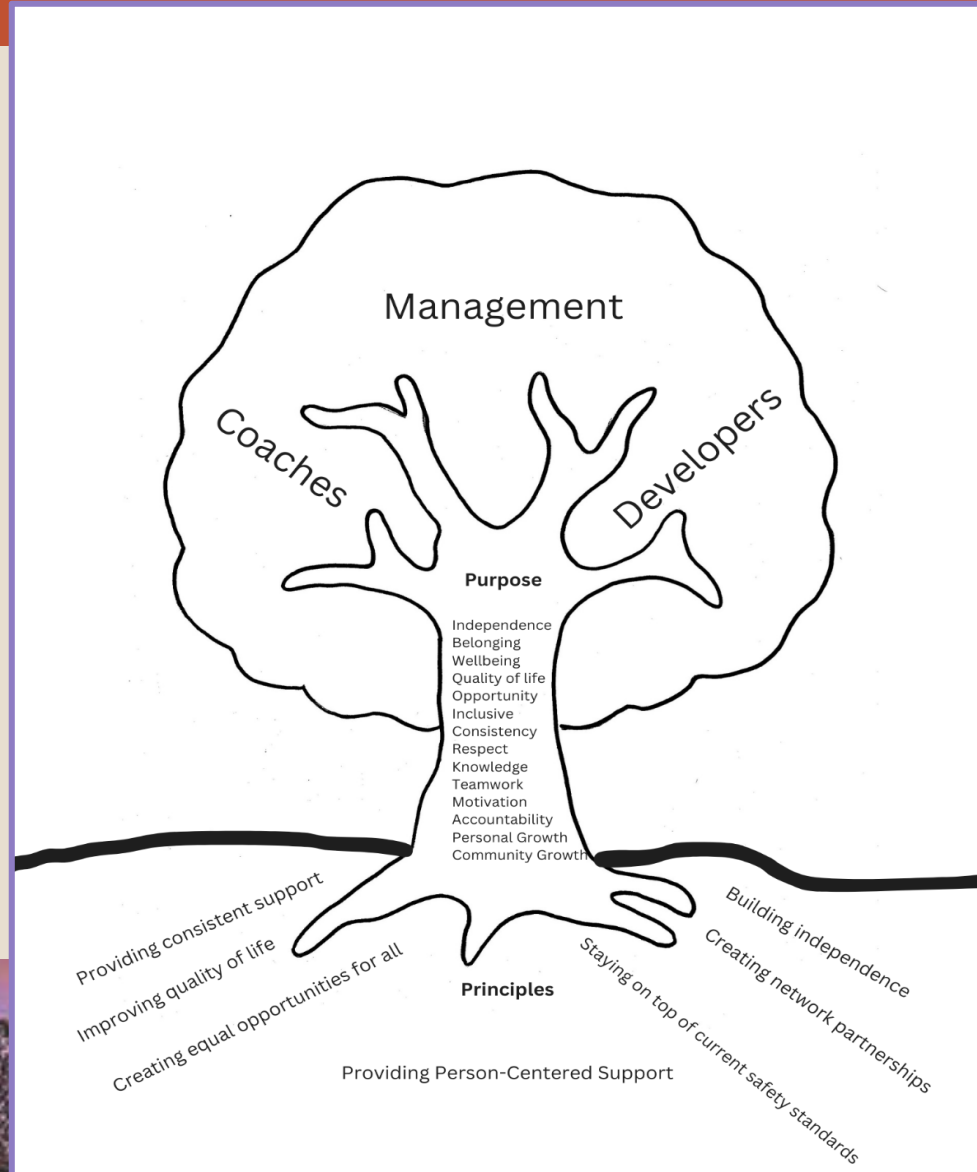
Responsibilities Tree Activity: A Collaborative Mental Model

Parts of the Responsibilities Tree:

- ★ The Roots: Our Principles
- ★ The Tree Trunk: Our Purpose
- ★ The Branches: Key Parts of the Team



My Team's Responsibilities Tree



Teamwork in Supported Employment

In our Customized Integrated Employment Program (CIE) we believe...

- ★ The more people the job seeker chooses to bring into the process, the easier it will be when it comes to finding the right job for them.
- ★ It's vital to have a strong team in this field, not only because of the risk taking and decision making, but also to truly understand the needs and wants of the job seeker.



Functions of a Team

Each Function plays a vital role within a team.



How My Team *Functions* in the CIE Program

- ★ Leadership supports both the individual and the job coaches.
- ★ Trust each other and take a strengths-based approach.
- ★ Clear expectations and goals for our team to succeed.



How My Team *Functions* in the CIE Program

- ★ **Dual accountability**
- ★ **Open, fluid communication, and collaboration**
- ★ **Team meetings are for decision making and conflict resolution**

Teamwork From The Beginning

- ★ We start with a **Transition Meeting**: a meeting that is called whenever an individual plans to enter or exit from a service.
- ★ This meeting determines the individual's specific needs to ensure service delivery is thorough and appropriate.
- ★ Vital to the health, safety, and comfort of the job seeker. (Maslow's Hierarchy of Needs)

Transition Meetings: Who's Invited?



Anyone who the job seeker trusts and wants to be involved in the Job Development Process.

Transition Team Life Cycle

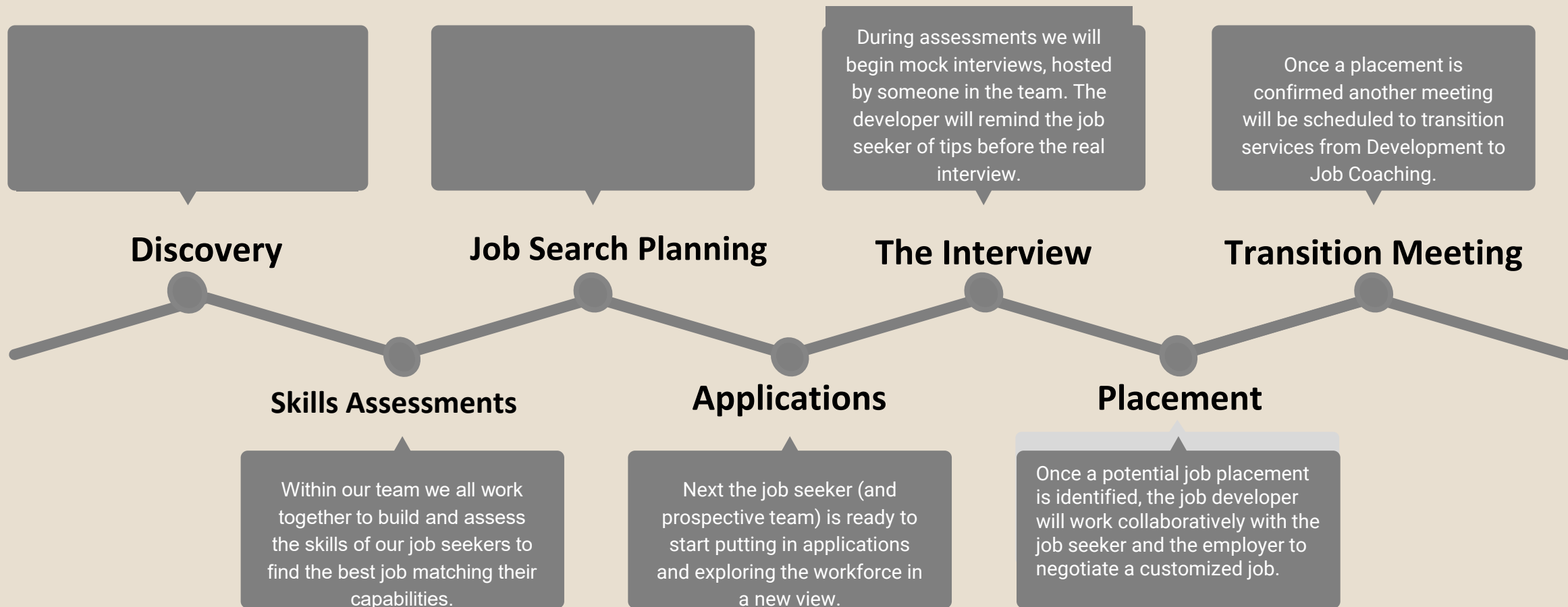
How long would this team last?

- ★ Job Development > 9 months (+ 3 months of Job Coaching after Placement)
- ★ Long Term Coaching > Indefinite or until job seeker has reached complete independence.



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Roles In Job Development



Importance of Each Team Role

Why is Supported Employment so Important?

- ★ Customized and Inclusive Employment
- ★ Finding real job opportunities with competitive wages
- ★ Development of new skills
- ★ Goal Setting
- ★ Support to Independence

Where our focus lies in Supported Employment:

- ★ Job Development
- ★ Job Coaching



Professional Networking for CIE

Ways my Agency utilizes the Opportunities of Networking

- ★ Intake Networking Sheet
- ★ Inclusive Employer Network
- ★ Employer Survey
- ★ Informational Interviews

Pro Tip: Take Advantage of Networking Events



Building Your Dream Team

In Supported Employment we utilize Networking.

- We use a **Networking Sheet** at the start of an intake to gauge who the job seeker would like to get involved.
- There are two different Networks we look to: **Inclusive Businesses** & **Advocates**

Your Dream Team are the people that will support your professional growth and goals.

Networking Sheet Example

Job Development Networking Worksheet

| Family | Friends | Old Coworkers | Education | Religious/ Other |
|--------|---------|---------------|-----------|------------------|
| | | | | |

Informational Interview Shuffle

Informational Interviews and **Networking** tie together really well. But what kind of questions should we ask in an informational interview?

Informational interviews can vary based on who your getting to know.

Places to meet:

- ★ Lunch/Coffee
- ★ Phone Call
- ★ Networking Events
- ★ Conferences too!

In this activity:

- ★ Turn to the person to your right and ask any questions listed on the activity worksheet.
- ★ Did you learn something new? Find a new connection?



Real Life, Positive Impact of Teamwork

Meet Jennifer:

- ★ **Who is Jennifer?** Hardworking with a go getter attitude
- ★ **Biggest Strength:** Won't stop until she's achieved her dreams.
- ★ **Thoughts on working in a Team:** Is a team player but will step in as the leader if necessary.
- ★ **Employment Goal:** Starting her own business.
- ★ Her crafts Inspire her to keep on going!



In Conclusion

- ★ Today we talked about the Value and reasoning for the Vitality of Teamwork in the Supported Employment field.
- ★ I've provided the benefits of how these values provide the best support for the Job seeker as well as the consequences of an unsuccessful team.
 - ★ I defined and characterized the 8 functions of a team.
- ★ We recognized and utilized team evidence-based practices we creating a successful team.

Resources:

Kruse, K., Tannenbaum, S., & Salas, E. (2020, October 8). Evidence-Based Strategies For Better Teamwork. *Forbes*. other. Retrieved March 20, 2024, from <https://www.forbes.com/sites/kevinkruse/2020/10/08/evidence-based-strategies-for-better-teamwork/?sh=6db55b2416ca>.

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Want To Connect?

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**Please Email me any additional
Questions!**



A wide-angle landscape photograph capturing a vibrant sunset or sunrise. The sky is a mix of deep blues, purples, and oranges, with scattered, wispy clouds. Below the horizon, a range of rugged mountains stretches across the frame, their peaks and ridges silhouetted against the bright light. In the foreground, a valley is visible, with some buildings and vegetation, though they are less distinct due to the distance and lighting. The overall mood is contemplative and serene.

Questions?