

Knowing the goals, roles make for a successful team

Businesses today rely on employees to work together as a team. That allows the company's objectives to be reached quicker and easier.

Marc Ankerman, President of *Ankerman Training Solutions* in Columbus, said he sees teamwork as a final product of great planning and role definition.

Ankerman suggests four steps to get a team to perform at its peak.

? Know the goal. Is having a team meeting part of the long-term objective? Do members have work that relies on the productivity of other members of the team? If some members have to wait for other work to be accomplished, this can be a huge impediment to the team's effort. It's important for each member to know the process step by step for reaching the goal. By knowing the goal, all team members can be ready for the next step.

? Know the rules. Your team's members need to know how they're progressing toward the goal, and need to get feedback on what is right or wrong. No one on the team will be able to provide either ongoing or conclusive evidence if he or she does not know the rules of the game.

? Know the team members. Being "tuned in" to other team members helps the work go much smoother. When you are certain parts of the process are being covered, it will allow other members of the team to focus on their expertise. It is the ability of a great team to be able to know which team members excel at which skill, and then motivate and enhance those skill makers to achieve greatness.

? Know the objectives. If you know what tasks you need to accomplish, you have a much better chance of reaching the ultimate goal. Team members need to know not only their objectives but also the objectives of every team member. Think of it as being privy to secret information and game plan. Knowing the steps and the actions makes the "play" that much better and makes each person proud to be a part of a great team.

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