

5 messages to help leaders strengthen the resilience of their teams

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Teams perform best when they feel psychologically great, get a buzz out of their work and have a strong sense of commitment and engagement with their work, team and organisation. It is up to the team leader to create the cultural environment and tone for the team to feel this way. Here are 5 ways to help achieve this:

1. Show more leadership than management

- Processes need managers, **people need leaders.**
- Resilience is about being **flexible, adaptable, motivated** and **energised.**
- A team leader's main task is to **hold conversations to encourage, support** and **persuade.**

2. Strengthen the foundations of your team

- Ensure the team's **purpose is clear and unambiguous**, expressed as a simple **'big idea'** which everyone relates to and is proud to discuss with friends and colleagues.
- Know your cultural, ethical and team **values.**
- Develop a **flexible leadership style** that brings out the best in everyone.

3. Give team members reasons for feeling cheerful



The image above shows what typically makes people feel happy and successful. **What can you do to enable your team to feel like this?**

4. Create a psychologically safe and healthy team culture, where:

- People are encouraged to **think independently**
- The team's behaviour reflects responsibility for **looking after oneself and everyone else; is respectful towards each other, and value each other's views and opinions**
- Teams are places of **mutual support**, where anything is debated without a hint of humiliation, where **critique of individual and team work is welcomed, discussed and lessons are learned.**
- People project **confidence towards clients** and 'go the extra mile' by providing **unsolicited ideas** and showing **attentiveness and personal interest.**
- Leaders get the best from their people by **challenging**, providing **opportunities for development through new experiences**, and treating everyone with **fairness and understanding.**

5. Strengthen of your and your team members' resilience

- Think and believe you can achieve the **big things in life.**
- Try to keep an **open mind** about everything.
- Try to stay **tranquil, peaceful and calm.**
- **Be attentive** to other people.

