

Leadership, Team Building and Industrial Relations for effective performance

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What makes an organization tick?

◆ *Is it leadership?*

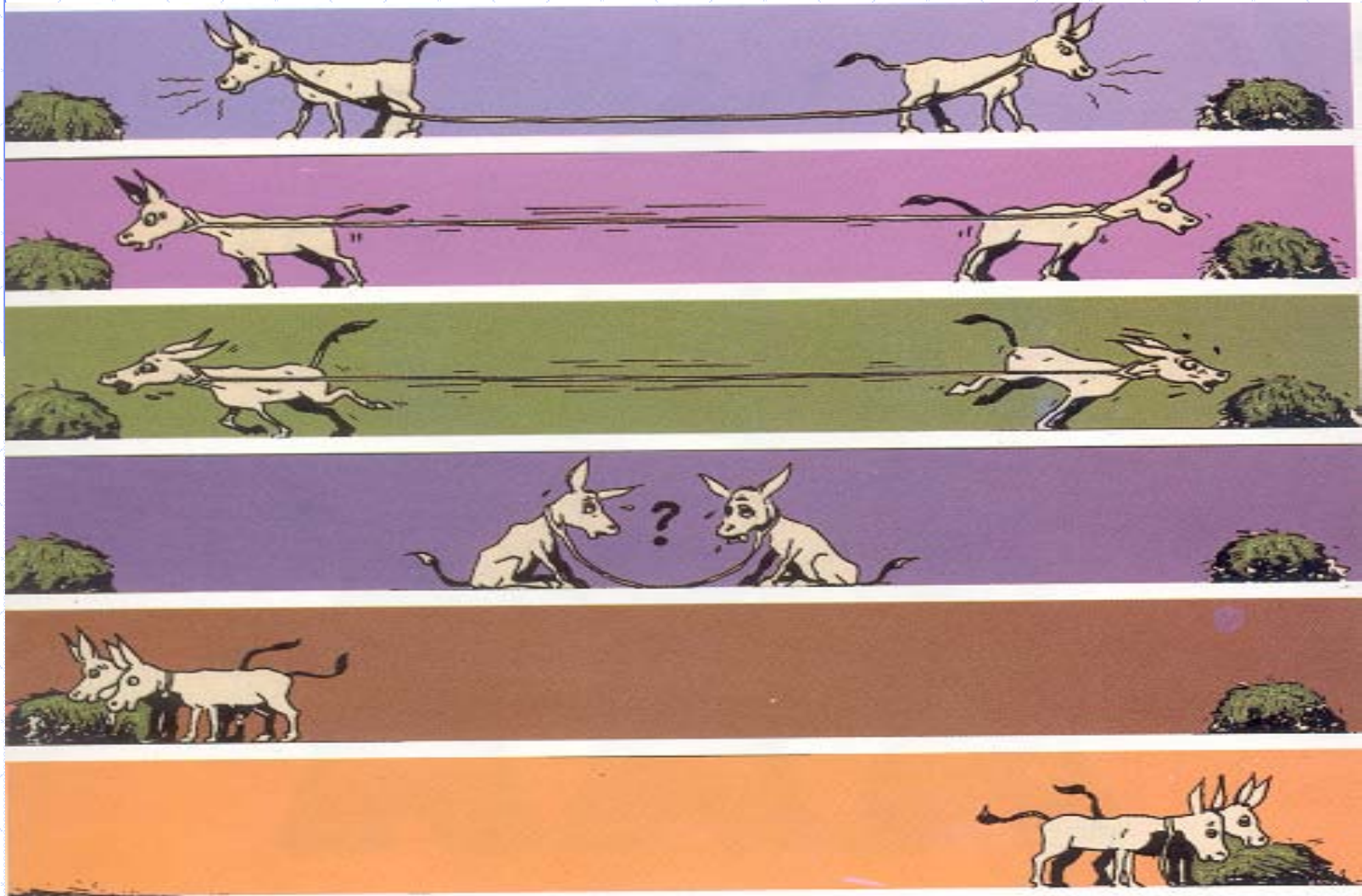
◆ *Is it individual brilliance?*

◆ *Is it collective performance?*

It is team culture

- ◆ *While Leadership and Individual Brilliance do matter the key lies in effective culture- Team Culture*
- ◆ *The way people do things. More so, in the present day context, when the turbulent market demands Team efforts.*

TEAMWORK- Better for all



Working together works



Organizations are dynamic entities

- ◆ *Of the people*
- ◆ *By the people*
- ◆ *For the people*

4 C^s of team culture-



Commitment,



Coordination,



Camaraderie ,



Consideration

Creating team culture

- ◆ Right leadership
 - Envisioning
 - Enacting
 - Enabling
- ◆ Right followers
 - Selection criterion
- ◆ Right relationship



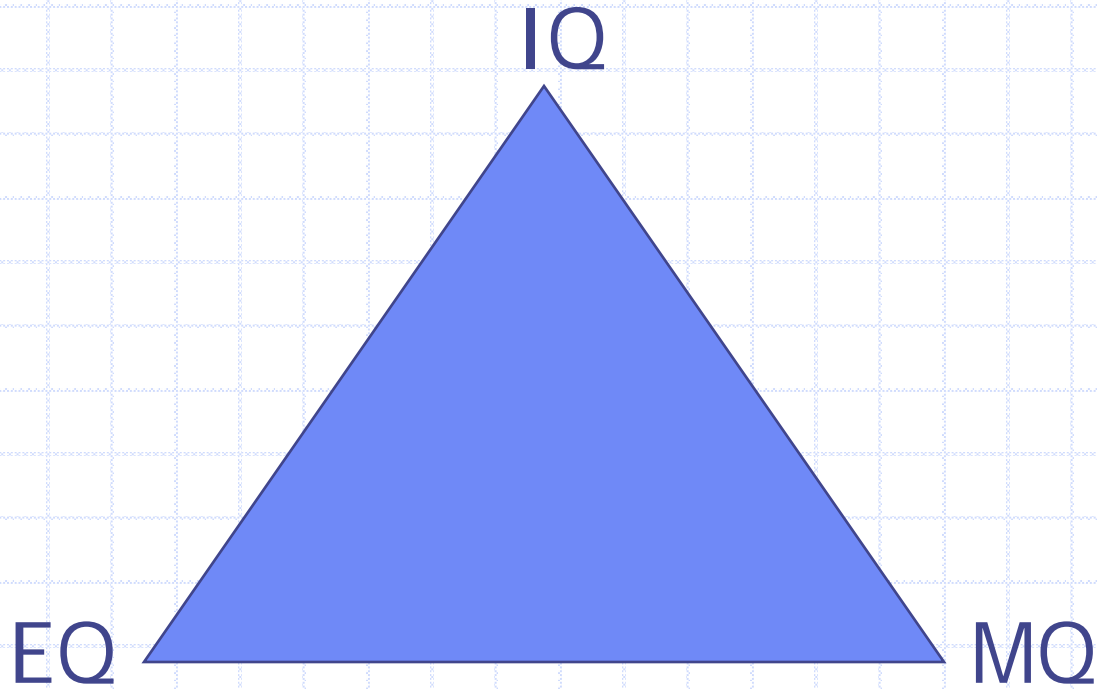
The speed of the team depends on
the pace of leader



But if the leader is too fast.... The followers are left behind

**REMEMBER.....
THE BOSS SAYS 'GO', THE LEADER SAYS 'LET'S GO'.**

The three requisites



Creating an effective team

The southwest prescription

- ◆ Hire people with right attitude. Remember it is easier to train for skill than attitude.
- ◆ If you have hired the wrong people, change them (if possible)
- ◆ Treat employees as your best friends; don't take them for granted.
- ◆ If the employees come first, only then the customers can come first.
- ◆ Treat everyone with kindness and equal respect. You never know whom you are talking to.

Elements of team

- ◆ Shared leadership roles.
- ◆ Mutual accountability.
- ◆ Substitution effect.
- ◆ Collective responsibility.



Hallmarks of a successful team

- ◆ Trust
- ◆ Mutual respect
- ◆ Open and honest communication
- ◆ No hidden agenda
- ◆ No blackmouthing
- ◆ Willingness to experiment with new things
- ◆ Don't run down other's ideas, however dumb
- ◆ Act to promote long term relationship
- ◆ Reliability
- ◆ Equality among all members

Role of Industrial Relations

Redefining the concept –

- Beyond legalese
- Beyond officialese

IR is HR into PR into CR

What is it?

- ◆ It is a holistic construct that helps in earning the commitment and loyalty of the employee.
- ◆ From bland industrial relations to emotional human relations.
- ◆ Grievances are more perceived than real

Evolution of IR

- ◆ Handling men
- ◆ Managing men
- ◆ Understanding men

Performance management

- ◆ It is the function of Leadership, Team Building and Industrial Relations.
- ◆ Performance is best emitted than elicited.