

THE SECRETARY/OFFICER TEAM

TEAMWORK — a definition:

A WORK TEAM is a group of individuals working together to achieve clearly understood, shared common goals. (secretary to secretary sharing expertise, officer to officer and secretary to officer)

This obviously suggests that these goals are clear and understood and are accepted by the individuals involved in working towards them.

TEAMWORK occurs when all the members of the group are involved.

CHARACTERISTICS of an EFFECTIVE TEAM:

- * goals are clear, understood and accepted;
- * work information is available and shared;
- * co-ordination exists: confusions and frustrations are avoided whenever possible;
- * individual roles are clearly defined;
- * skills, abilities, interests and experiences in the workgroup are known and utilized;
- * people co-operate and pitch in as/when necessary;
- * unnecessary duplication is eliminated;
- * energy is used efficiently and effectively to produce synergy (the whole being more than just a sum of the individual parts);

A team at External Affairs can often consist of one secretary working for several officers therefore limiting the amount of personal attention that can be afforded each person's work.

There is INVOLVEMENT which means:

- * staff members can make a personal contribution to what is happening;
- * recognition is given to each employee's contribution to the organization;
- * employees can identify more closely with the goals of the organization;
- * employees can apply their knowledge and experience by contributing their comments and decisions.

This can lead to a greater commitment to the achievement of goals.