



**RADIANCE ACADEMY
TOOWOOMBA**
Where dancers shine!

High Street Shopping Centre
Phone Sally on 0437 012 653
radianceacademytoowoomba.com
office@radianceacademytoowoomba.com

PO Box 8149
Toowoomba South Qld 4350

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Staff Policy and Procedures Document 19 Being a Team Player

Radiance Academy Toowoomba has an interesting and diverse team of individuals on staff. Due to the split shifts, separate working spaces and incongruous times, we don't get to interact with each other on a regular basis. This makes teamwork an interesting element to consider. We are a very spread out and disconnected group representing one workplace. Because of these factors we are going to be intentional about the following:

- Display a unified front. Don't complain to clients about any working conditions, hours, colleagues, costumes, themes, students, management decisions etc.
- If clients complain to you... display empathy and listen to them but have each other's back. Team first!

For example.... a parent says to you "I really hate these costumes; I can't believe you are making the kids wear full unitards for the 5th year in a row". You could reply, "Yeah I understand, its tough finding great looking fish costumes. But the good thing is this really suits the dance and the kids look super cute in them." You wouldn't say, "I agree, unitards are awful, we should never have to wear a unitard 5 years running." Or if a client says to you "I am so sick of Miss Tammy making the kids plie every lesson it is so boring." You could say "Plies, aren't they fun? But unfortunately, it is one of the fundamental skills in ballet to plie. Even if you were in Miss Matilda's class you wouldn't be able to escape them, and besides, I hear Miss Tammy has some great ideas for concert". You wouldn't say "Your right, I have noticed her classes are really boring, if I were you I would consider coming to my class instead."

- Wear uniform. Nothing displays a unified front better than a congruous team in uniform.

The following is an article about teamwork that has some great points to consider.

Teamwork in the workplace: 10 qualities of an excellent team player

Every organization relies on good teams. Effective teamwork in the workplace helps drive the organization toward success. Here are a ten qualities that can make a team player outstanding in the workplace:

1. Show Genuine Commitment

Team players are genuinely committed to their cause. Good team players might make sure they are in the office when needed, but great team players will make “seat” time worth it and contribute as much as possible. They strive for excellence.

2. Be flexible

Instead of sitting on the bench watching the rest of the crew perform, an outstanding team player wants to see the magic happen through his or her efforts as well. They are flexible to the situations thrown their way, and they participate and tackle challenges without showing too many signs of stress or pressure.

3. Don't stay in the shadows

It is not in your interest to just sit quietly and get your work done. It's a good thing to involved others, as long as you aren't bothering people with questions you should know the answer to. Great team players come to their teammates having prepared their ideas clearly.

4. Be reliable and responsible

An excellent team player will be reliable and responsible. They complete the tasks in order of priority, not necessarily in order that they're given. When you're not sure of what should take priority, ask your manager.

5. Actively listen

You are only a team player if you respectfully consider the viewpoints and ideas of other people as well. This is why diverse teams have the potential to so effective, and it all depends on active listening. Active listening is harder than you think. When you hear someone saying something you don't initially agree with, keep from interrupting and don't let your mind prepare any counter remarks. Just listen, and consider what they're saying and more importantly, *why* they believe that.

6. Keep your team informed

Share your opinion and ideas without trying to come up with a plan for taking credit for it. Transparency is key on a team, so keep your team members informed. Planning for your own success is important, but whether you get promoted may have a lot to do with how you communicated with your team members.

7. Always be ready to help

Even if it is not in your job description, be generous with pointers or tips to help your team members. For example, if a member of your team is having trouble with a technology tool that is easy for you, offer to sit down with him and show him what you know.

8. Support and respect others

It seems obvious that you wouldn't want to shut someone from your team out, or laugh at other people's ideas, but we do these things in a subtle way, without realizing it, all the time. It is important to become more self-aware of how you treat others. Remember, you'll receive respect when you give it to others. An ideal team player knows how to have fun, but he would never do it at someone else's expense.

9. Be a problem-solver

Your team leader may be working on solving problems, but there is no reason why you can't offer solutions yourself. Your teammates will appreciate your skills, and this may pay off later when your manager considers you for a promotion!

10. Recognize when you are wrong

A good team player will back off an idea when it becomes clear it's not the right path. If you believe strongly that your team is making a mistake, you can find a way to come back to the issue when the time is right, but being a stubborn stick in the mud is not a quality of a good team player.

This article was updated June 22, 2017. Original content was written by Lara Pole.