



Florida Turnpike Enterprise Chapter

by Joseph L. Wilson

By Joseph L. Wilson

A Leader's Role in Teamwork

How can you take your work unit, team or organization from “worst to first”? There are many areas that must be addressed to make such a turnaround. I will focus on three: 1) goals, 2) teamwork and 3) leadership.

First, goals help a team or work unit understand where they are going and how they will get there. When everyone is on the same page, many difficult tasks can be accomplished. Clear, precise and understandable goals help teams succeed.

Second, Teamwork places the emphasis on everyone knowing their job. Many said, “There is no “I” in teamwork” but I feel there is a “me” in teamwork. You must accept your role on the team or work unit to accomplish the goals established by the group. This 100% commitment to team spirit will cause the group to exceed above normal expectation.

Third, Leadership plays an important role. Every great team or work unit needs direction. Goals and teamwork will take you only so far. Dynamic leadership will take you the rest of the way. A lot of focus is put on teams and work units. But look behind the scene and identify your co-workers, supervisors or managers that pump you up. The leaders in your organization that set the example and lead by action not just talk. Yes, these leaders definitely “walk the walk”.

Turning your organization around is indeed possible. Do not mistake the role you play as a forward, positive thinking leader.



From the desk of the FTECPM President, Jerry Karp

Be all that you can, be a leader.

According to a study by the Hay Group, a global management consultancy, there are 75 key components of employee satisfaction (Lamb, McKee, 2004). They found that:

- Trust and confidence in top leadership was the single most reliable predictor of employee satisfaction in an organization.
- Effective communication by leadership in three critical areas was the key to winning organizational trust and confidence:
 1. Helping employees understand the company's overall business strategy.
 2. Helping employees understand how they contribute to achieving key business objectives.
 3. Sharing information with employees on both how the company is doing and how an employee's own division is doing — relative to strategic business objectives.

So in a nutshell — you must be **trustworthy** and you have to be able to [communicate a vision](#) of where the organization needs to go. The next section, "Principles of Leadership", ties in closely with this key concept.



Congratulations to Ken Morgan and Wayne Annis, recent graduates from the Certified Public Managers Program.