**Team Building Report**

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The company that I am opening up is a local café and coffee shop called, Lisha’s Lattes and More. I want my shop to not only be a place to come and relax with good food and drinks but I want it to be a place to inspire creativity. On weekends I want to allow inspiring new musicians to come and play for the guests. I also want Lisha’s Lattes to be filled with local artists work where they can display and sell their art. I expect Lisha’s Lattes to be constantly filled with people and always be a hit place for locals to eat, hang out, study, and grow. I want my company to be a well-designed and people-oriented company. This means treating both employees and customers with respect and care. Eventually, I would like to expand my business to other areas of Indiana. For my business to be as successful as I wish I need a high performance team.

According to the Learning Center, one of the basic fundamentals for building a team is being able to excite the team with large desired outcomes. The team needs to create a vision and strategy that both challenges and appeals to the members (Learning Center). In order for there to be good chemistry in a team there needs to be good communication, courage, the ability to give positive feedback, and a willingness to temporarily put aside personal goals in order to allow the team to excel (BNET). When developing an effective management team, there needs to be members that have similar attitudes, values, and backgrounds while still bringing individual skills into the mix (Williams). The team needs to be flexible enough to shift leadership positions when needed (Williams).

After interviewing the owner and operator, Trevor Young, of the local ice cream shop I work at I gained some valuable advice in building a team. He stated that, “When assigning team roles to people you need to look for each person’s individual talent. Everyone has something they are good at and can offer a team. You need to make sure that the talents are different enough that it brings a variety of skills to the team. But you also have to make sure that they all flow together enough as to avoid conflicts between members.” After hearing this I was able to come up with management roles needed for Lisha’s Lattes. The positions are Marketing, Finance, Human Resources, General Manager, and Customer Service Manager. All these management position will work together to build a high performance team. We will build our team on vision, commitment, trust, respect, and shared leadership. As a team we will discuss goals and challenges we want to overcome and collaborate on ways to achieve them.

**Our Team:**

After spending time reviewing numerous self-assessments, Manager’s Hot Seat posts, and other classmates posting I have come up with a team that I think will benefit Lisha’s Lattes. My goal was to find a team that shared similar backgrounds and personality, while each giving something unique to the team. I used the self-assessments to balance personalities and find people who had excellent leadership skills. I also looked at past experience and education to make sure it would apply to my company. When looking at the Manager’s Hot Seat postings, I looked for people who had good ideas on how to handle the stressful situation. Another aspect that I looked for was professional postings. This is a college level course so students who did not use capitalization, punctuation, or used Internet slurs I considered to be unprofessional. If the students can’t take school seriously or write somewhat professional, then how would they be able to run a successful business? I believe that the team members I chose will create a high performance team, allowing my company to succeed and expand.

*Head of Marketing:* I chose Anne Slama for this position because of her experience in computer graphics. Anne has had several internships working in the computer graphics field and was always timely and professional in her postings. In her kingdomality role Anne admitted that one of her weaknesses is she sometimes gets bored with repetitive work. Since I want Lisha’s Lattes to be a place to spark creativity Anne would constantly have to be thinking of new and creative marketing techniques. I believe that this would help her to not get bored with this position because she would be in charge of keeping ideas fresh and creative. She could use her computer graphics skills to produce all the companies marketing components. We could use her skills to even help design uniforms and different floor plans. Anne, like most of the team, had a moderate/low type B personality. She is very detail oriented and passionate about her work. She wants a relaxed and close-knit work environment she can thrive in. I want our team to be very close and passionate about helping the company grow. According to the self-assessment, “Your Preferred Decision-Making Style,” Anne has a behavioral decision making style. This means that she is friendly, action oriented, sociable, and fits into a people-oriented organization. Although, Anne as a few weaknesses like procrastinating, difficultly making hard decisions, and saying “no” to others, I believe overall she will be a beneficial team member.

Anne’s management functions will be in charge of planning new and creative graphics and marketing techniques for Lisha’s Lattes. She will organize marketing campaigns for the company including, the marketing for the musician and artist events. Anne can figure out what marketing techniques work the best in town and will be in control of what techniques our company will use. She would have to communicate effectively with Grant on how much money we can spend on marketing. Anne would be the “creative-innovator” of the team! The creative innovator is imaginative, future-oriented, enjoys complexity, creative, and likes research work (BNET).

*Head of Finance:* Our head of finance will be Grant Otis. He will be graduating with an accounting degree and has had numerous leadership experiences in college. Grant will be in charge of the finances for our company. He will control payroll, building costs, income, ordering expenses, monthly and yearly reports. I am a firm believer in giving back to the community. Because of this I want some of our companies profits to go to local non-profit organizations and mission work. Grant will also be in charge of controlling and planning the amount of money we can give back to the community each month.

In Grant’s postings he is very to the point with things. I believe that this is something beneficial to have with finances. The finance of our company is something that cannot be messed around with and needs to be very “ to the point.” There is very little room for mistake. Grant states in his introduction that he is very caring and also realistic with serious matters. This is a strength because he will care about the well-being of the company and its employees, while still being realistic with money. Additionally, some more of Grants strengths are being highly- disciplined, supportive, good leadership abilities, and an initiator. Grant’s weaknesses include, setting unrealistic goals, being too power oriented, and impatient. I could see Grant being the “controller-inspector” of the team because he is strong on control and detail-oriented (BNET).

*Human Resources Manager:* Human resources management is a fundamental aspect of organizational life. Human resources deals with managing people at work(Snell). Jessica Fleck would be in charge of Human Resources. She has a minor in Business management and has had experience working with people. Jessica has many strengths that I believe will help her position. These strengths include, ambitious about challenges, loves finding new things to do and develop, pleases others, is timely, a good analyzer and possesses good communication skills. Also, according to the “Type A” self-assessment Jessica is casual and systematic. I think that her causal approach to things will be an assent when dealing with employees. I believe it would make her a very approachable person to talk to when there is a problem. Jessica has a few weaknesses which include not being competitive enough, difficulty making decisions, and personal stability. Overall, I believe her strengths far outweigh her weaknesses.

Furthermore, in the assessment over team roles Jessica’s top three were Gatekeeper, harmonizer, and encourager. Being a gatekeeper she would be good at getting employees involved in team efforts. As the harmonizer Jessica is good at solving group conflicts and staying on task. Lastly, as an encourager, Jessica could motive employees to do their best and excel and grow. I believe that these three team roles balance each other perfectly and will be an asset to her human resources skills.

Jessica would be in charge of recruiting, hiring, firing, and employee development. She would plan demand and labor supply forecasts so our company would know the amount and types of employees needed. If conflicts ever arise between employees or management then she can give advice on solving the conflict. Jessica would be in charge of organizing employee events like picnics, meetings, and parties. These company events would help employees to bond together building even stronger team skills. Leading and controlling employee training and development would also be another job Jessica has to perform. For example, she will make training schedules for new hires to learn the recipes and procedures of doing things at Lisha’s Lattes. Each month there will be developmental training where employees meet and learn leadership and guest service skills not only for our company, but also for future jobs. Jessica would be the “thruster-organizer” of the team because she is good at organizing and implementing, results-oriented, and analytical (BNET).

*General Manager:* I believe that Joshua Shufflebarger would be the perfect match as the general manager. He has already had over seven years of experience in managing a restaurant. Joshua possesses many strengths that would be beneficial as a manager too. These skills include he’s patient, competitive, enjoys challenge, great communication skills and is both people and goal oriented. He has an analytical decision-making style making it easy for him to solve problems and stay organized. Some of Joshua’s weaknesses are that he sometimes procrastinates and sometimes cares “too much” about people. I believe that Joshuas strong morals and strengths would make him an excellent leader and general manager.

Being the general manager of Lisha’s Lattes, Joshua would be in charge of leading all the other managers and employee’s in the store. He would control that they are performing their jobs properly and efficiently. Joshua would plan out employee schedules for the weeks and plan and control inventory. He would have to have good communication skills to collaborate with Jessica on employee training and hiring. Since Joshua would work one-on-one in the store with employees he would have to give the rest of our management team information on inventory, employees, best selling items, etc. This information would help everyone perform their jobs to the best of their ability. I see Joshua being the “ upholder-maintainer” meaning he is conservative, loyal, supportive, and work motivated based on purpose (BNET).

*Customer Service Manager:* The last position in our management team is the guest service manager, which I gave to myself. Being a communications major and having experience working for Disney I feel like I have the most experience for the job. I am a very much a people-oriented person and have strong communication skills. Some other strengths I have is that I am giving, pay attention to detail, care about others, am an excellent leader, and I’m ambitious. I do have some weaknesses I need to improve on those are that I tend to sometimes be a procrastinator and get easily frustrated with lack of team cooperation. Overall, I believe my friendly and caring personality will be an asset when dealing with customers

As the customer service manager I would be the one in charge of planning and organizing all the events for customers. For example, I would be in charge of booking the local musicians and artists to come play or show their work. I also want to have special promotions for customers like “ Customer of the Day,” where each day we randomly select a customer to receive a free meal or coffee beverage. I want the customers to feel at home and life family when in Lisha’s Lattes. I would control all the customer complaints, compliments, and comments. This way I could create reviews for our management team on what to improve on. For example, if there were complaints our prices were too high I could coordinate with Grant on ways to lower them. If a local organization is going on a mission trip and wants to use our shop as a fundraiser I could talk to Anne about ways to market the event. If there were complaints about service being slow I could talk to Jessica and Joshua on ways to motive employees to perform better. I would also help Jessica to lead training sessions on great customer service. The customers are the most important part, without them there would be no business or company! I would be the “reporter-adviser” of the teams because I am supportive, a helper, tolerant, and collector of information (BNET).

**Summary**

According to Gerard M Blair, a group must undertake the functions of a Group-Leader collectively. As a group, we need to relearn basic manners and people management skills. If both interpersonal and managerial skills are acquired then the group can become cohesive (Blair). Considering that most of my team is still in college, we have not fully developed our managerial and interpersonal skills to our fullest. To run a successful organization we need to continue to develop managerial and interpersonal skills and work collectively as a Group-Leader. If we all work together then we can develop better people management skills.

I believe that our team will be successful because of the balance in personalities. Building a successful group is beyond hiring great people; it’s about hiring people who will work well together (Bussinesstown). All of the team members I picked seemed highly motivated and like they would all work together harmoniously. Each member has a little something special and different to bring to the team, but overall have many of the same personalities, morals and views on handling things. Lisha’s Lattes would be a very people oriented small town coffee shop and café. I believe that the type B personalities and strong people orientation in our group members would be an asset to the company.

This group of member would not be a good fit for any organization. For example, a large corporate company would most likely need more type A and competitive personalities. Although, I believe our group balances out each other well, every organization has different needs.

I have learned that it takes a lot of time and effort when building an effective team. You have to look for people that will work well together but also balance each other out. Every member is going to have some weaknesses but to other team members that could be their strength. For example, Jessica admits that she sometimes lacks competitiveness, while Grant is competitive because of his “red” personality. Jessica could learn ways to be competitive effectively from Grant. Working together the team and improve on their weaknesses and capitalize their strengths. To build a solid team you need to have commitment, vision, trust, and a balanced strategy for reaching team goals (Learning center).

Works Cited

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