

# HOW TO IMPROVE TEAM MANAGEMENT AND GROW YOUR BUSINESS



# ABSTRACT

Effective team management drives business growth by enhancing productivity, innovation, and collaboration. This article highlights key strategies like clear communication, positive work culture, and technology use to build cohesive teams for success.

# INTRODUCTION

Managing teams effectively is essential for business growth. Beyond delegation, it involves leadership, collaboration, and fostering an empowering environment. This article outlines strategies to enhance team performance and drive success.

## I. How to Manage a Team: Skills, Strategies, Tools

Managing a team effectively is one of the most important and challenging tasks you'll ever take on. Team management is a complex art and science that you can only master with time. You have to build up the experience and learn from struggling on the field.



But there's something we can do to help you hit the mark faster, starting with this particular article. Read on to learn how to manage a team as a leader they trust.

### What Is Team Management?

Team management is a competency that all effective team managers share. It involves **organizing, motivating, and guiding team members** to be productive, efficient, and collaborative while creating a positive and supportive work environment.

Team management skills are a mix of knowledge, technical know-how, experience, and behaviors required to manage a team. So what is a team manager? A team manager is responsible for leading and coordinating the work of a team so they achieve team goals in alignment with business goals.

After all, organizational operations are often complex and wouldn't run smoothly without teams. But with the right strategies and methods, team leaders can keep everyone productive and effective. They organize those teams, kickstart teamwork, and then keep the ball rolling with their core management skills.

Team management is the force that drives progress in all team members' tasks. For instance, by regularly meeting the team as a group and its members individually, team managers remove roadblocks to projects' progress and unlock access to necessary resources.

### Team Manager Vs. Team Leader

The main difference between a team manager and a team leader is that the team manager focuses on managing tasks and workflows, while the team leader focuses on inspiring and guiding the team.

While both roles are essential for effective team management, it's crucial to understand the distinct responsibilities of each. Team managers should possess strong organizational skills, be able to delegate tasks efficiently, and have a thorough understanding of project management principles.

### Why is Effective Team Management Important?

Effective team management is crucial for the success and productivity of any organization. It ensures that tasks are completed efficiently, deadlines are met, and team members are motivated to work together towards a common goal.



Here are some key benefits of effective team management:

- **Proper task management:** Team management involves delegating tasks, setting priorities, and ensuring that every member knows their role in achieving the team's goals. This helps avoid confusion, delays, and errors in work.
- **Better communication:** A good team manager knows how to communicate effectively with their team members. This creates a sense of clarity and transparency, leading to better understanding and cooperation within the team.
- **Increased productivity:** With proper management, teams can work more efficiently towards achieving their goals. Managers can identify any obstacles or issues that may hinder progress and find solutions to keep the team on track.
- **Better utilization of resources:** Team management ensures that resources are allocated effectively, reducing waste and maximizing output. This saves time, money, and effort for the organization.
- **Higher agility and resilience:** A skilled team manager can help teams respond to challenges and problems with a positive approach and adjust their strategies and plans as required.
- **Improved teamwork and morale:** Thoughtful team management involves creating a positive work culture where everyone feels valued, motivated, and supported.

## Types of Team Management

## Autocratic Team Management

Autocratic management is characterized by individual control over all decisions with little input from team members. Leaders who adopt this style are typically decisive and lead by directives.

## Democratic Team Management

In contrast to autocratic styles, democratic management encourages decision-making through collective member agreement, promoting a sense of equality and shared responsibility.

## Laissez-faire Team Management

Representing the hands-off approach, laissez-faire managers provide minimal direction and delegate decision power to team members, fostering an environment of autonomy and self-guidance.

## Transformational Team Management

Transformational managers aim to inspire and motivate team members, focusing on high levels of communication to raise engagement and drive positive change within the team structure.

## Virtual Team Management

With advancing technology, virtual management has become more prevalent. Managers of virtual teams coordinate geographically dispersed members, relying heavily on digital communication tools.

## Situational Team Management

Situational management suggests that no single management style is a fit for all scenarios; instead, leaders adapt their approach based on the task, circumstances, and individual team members' needs. This dynamic leadership style requires a versatile manager who can swiftly change between directive and supportive behaviors as situations evolve.

## Coaching Team Management

Coaching managers focus on developing individuals, enhancing their skills, and boosting their performance through guidance and feedback. This style hinges upon a more personalized management approach where leaders invest time in mentoring their team members, setting developmental goals, and fostering an environment of autonomy and self-guidance.

## Skills You Need for Effective Team Management

Team managers shield their teams from disturbances in their work. But at the end of the day, team leaders must hold their team accountable.

This, in a way, makes team management a job of balance. Because while the leader is protective of their teams, they also expect results.

Now, achieving that balance is only possible by developing effective management skills. And quite frankly, that's a melting pot of hard and soft skills.

Effective team management allows the team leader to grow the team's cohesion and promote teamwork. As a result, teams work well together and perform at their best.

However, the impact of effective team management goes further than the team. It lays the groundwork for a positive organizational culture, from hiring contributors to making them feel heard and appreciated.

Finally, each team member is unique in their work style and personality. And because different work styles and personalities make up a team, team management demands adaptability and flexibility.

A team leader must adjust their team management style to distinct people and team dynamics.

## 10 Team Management Strategies for Managers

This is our list of team management tips for managing your team well.

### 1. Prioritize open and clear communication

If you're stepping into team management, don't underestimate the consequences of ineffective communication. It generates anxiety among your team as they don't know what to do and where they're heading.

Here are some helpful ideas you can keep in mind:

- **Be clear and precise:** Keep your team informed of the company's goals and your team's goals. Clarify each one's tasks and project deadlines, and make that information available to the entire team. Openly communicating everyone's role fosters accountability.
- **Encourage transparency and open communication:** Ensure team members feel comfortable sharing their thoughts. Encourage everyone—you included—to share how they fixed the problems they encountered while executing their tasks. Use regular updates, meetings, or check-ins to keep the team informed
- **Show empathy:** Listen attentively to team members' concerns, ideas, and feedback. Acknowledge them and show understanding

- **Adapt your style:** Tailor your communication methods to suit individual team members' preferences (e.g., written, verbal, visual)

Openness and transparency help team members collaborate better with each other, which is much more productive than worrying about what tasks to do or why to do them.

Clear and timely team communication works both ways. It builds trust in managers, empowering teammates to innovate and be creative. Plus, it allows for solving problems as soon as they arise.

Open and transparent communication boosts employee motivation, satisfaction, and retention. However, it's one of today's virtual team challenges.

## 2. Set clear team goals

There's no way your team could keep their eyes on the prize if you didn't disclose what that prize is. So, set team goals, whether you're new to team management or keen to become better at it.

And your team will focus on a purpose and become less prone to deviate from it. Because let's be honest: Distractions from goals at work are always one urgent request away.

## 3. Provide feedback regularly

Continuous improvement is a pillar of any successful business, and constructive, actionable feedback is the way to achieve it.

Give your team constructive feedback to help team members grow. Tell them where they must improve, but also recognize a job done well. Hold frequent feedback sessions and appreciate your team members' contribution to the team.

## Performance Report



[Company Name]

Prepared By:  
Date Prepared:

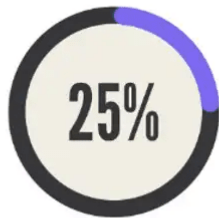
Performance Report  
[Company Name]  
Program Alpha  
Project Beta  
Project Delta

### Program Alpha

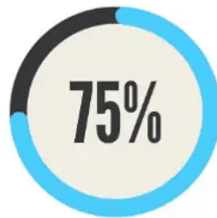
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#### Overall Program Health

💡 Create graphs to visualize the overview of the program's actual performance and its projects here.



Time



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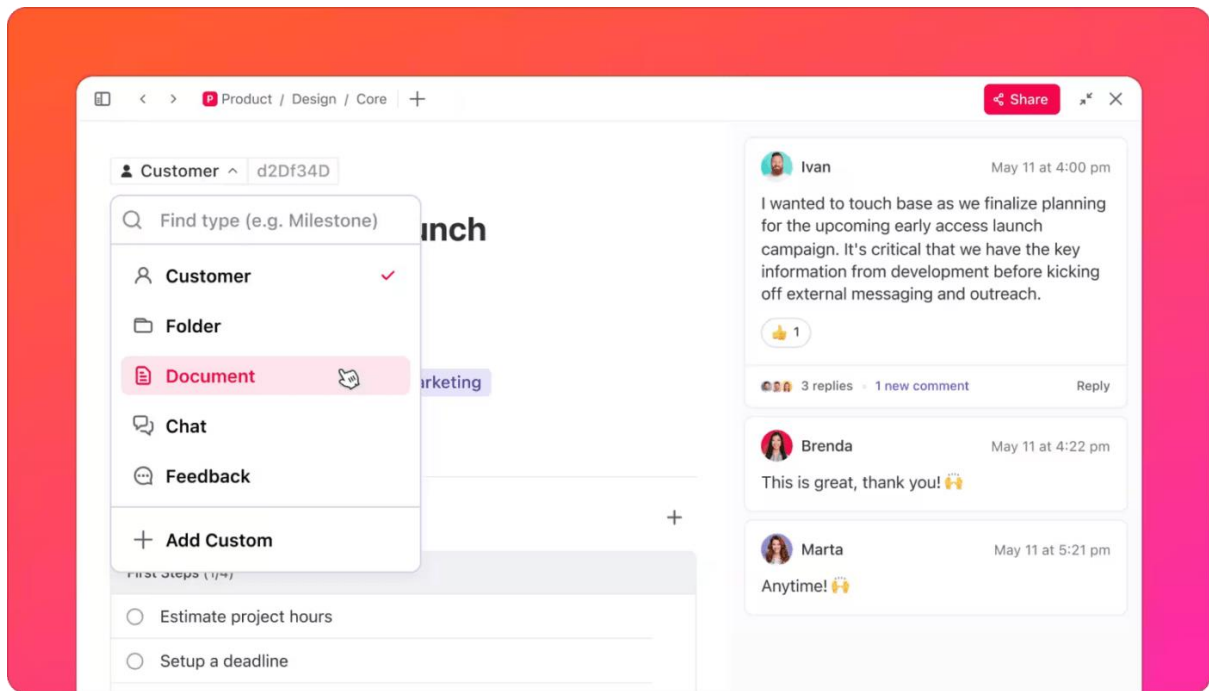
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## 4. Delegate tasks

One of the most critical skills of a team manager is the ability to delegate. Your team members have competencies and experience, and you cannot handle every task yourself. Well then, it's time to delegate!



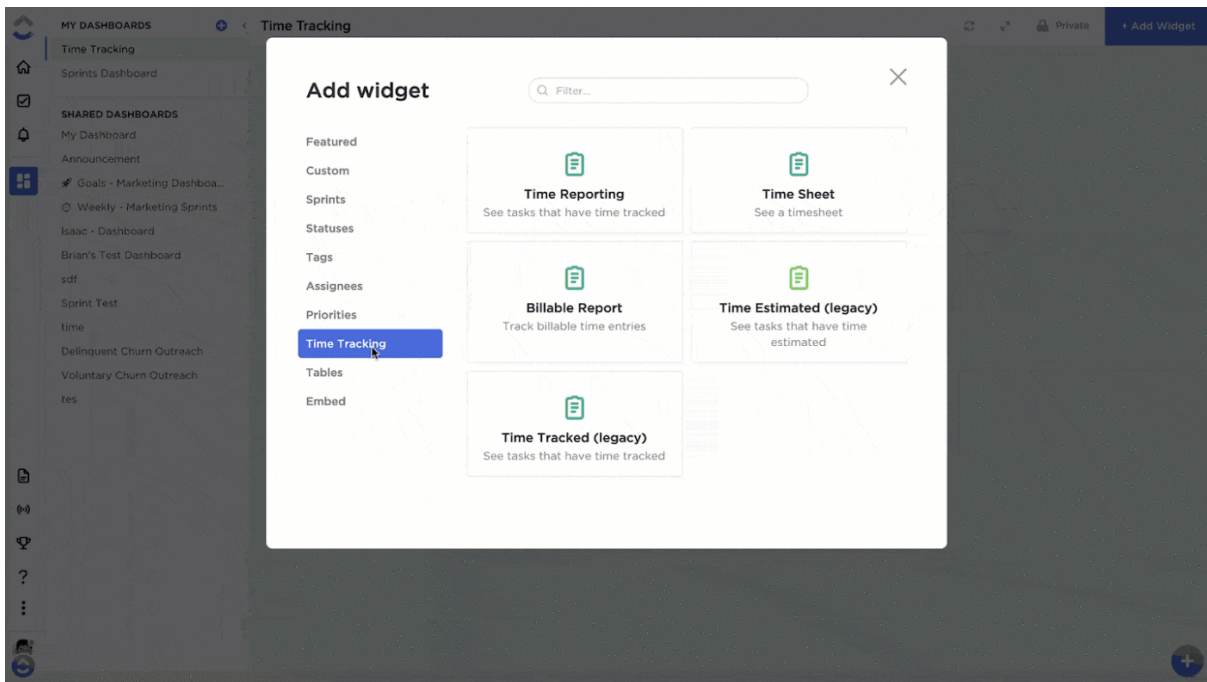


## 5. Manage time

Effective team leaders are outstanding at managing their and their team's time. They prioritize tasks, so each team member knows what to do first. They carefully plan the time to spend on each task for the best outcomes.

To manage a team well, you must start by managing your own time well. There are many tools and techniques that can help:

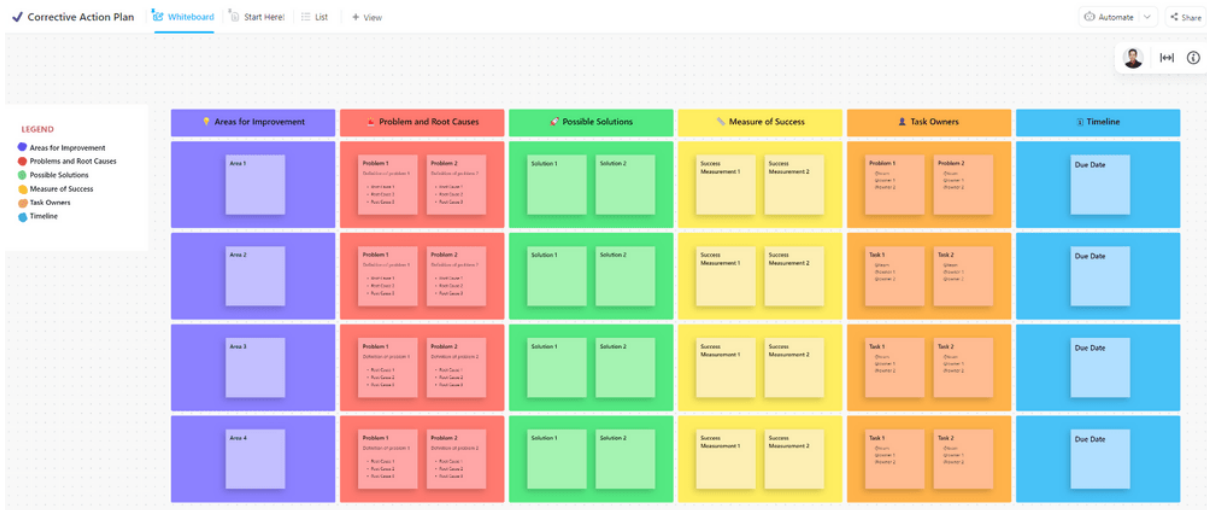
- Try various time-blocking techniques till you find one you like
- Use a calendar and to-do lists to plan your schedule
- Track your time to measure how much time you spend on various tasks and identify areas of improvement
- Prioritize ruthlessly, and delegate where you can
- Manage your work in a structured way with a task or project management tool. Features like Kanban boards for tracking task status and automation of repetitive tasks can help you save a lot of time in the workday and stay on top of your to-dos



## 6. Settle team issues

Truthfully, addressing work performance or behavior issues with team members can be daunting. And usually, conversations about these topics are nerve-wracking.

But there's no team success or growth without a few tough talks along the way. Team management is all about settling these issues. Address conflicts and performance issues promptly and fairly to prevent miscommunication from escalating.



## II. 11 Strategies for Managing a Team Effectively (Plus Tips)



Effectively managing a team requires a variety of skills and techniques to keep the team focused and on task. Team managers use available resources to ensure projects adhere to milestones or deadlines. Learn the various steps and strategies for managing a team to choose the ideal ones for efficiently leading your team members. In this article, we explore the benefits of effective team management, explain how to do it and offer tips for managing a team.

## What is team management?

Team management is a compilation of strategies that ensure a project's success and motivate team members to succeed. The best approach is typically a combination of communication and leadership that considers team members' diverse skills.

## What are the benefits of managing a team effectively?

Managing a team effectively provides numerous advantages to both the company and its employees, as it may help to:

- **Increase employee satisfaction:** People who earn rewards for their work tend to find job satisfaction and strive to do their best.
- **Develop a vested interest in the company:** Employees develop trust in a company by understanding its mission statement or value system, allowing them to align with those values and increase their interest in company success.
- **Encourage creativity and inspire innovation:** Challenging employees through team projects can cause improve creativity by making employees more likely to find solutions or offer creative ideas.

- **Provide support and encouragement:** Employees who feel supported in their work are more likely to produce results since they reliably receive answers to their questions and solutions to their issues.
- **Improve overall efficiency:** Well-managed teams tend to do more work in less time, improving job efficiency and increasing productivity.
- **Allocate skills and resources better:** Effective managers use a team's strengths and weaknesses to delegate tasks and workloads to meet project goals.
- **Reduce stress:** Effective team management can reduce stress because team members who know their expectations and are free to ask questions may function with greater confidence in their value to the team.

### **How to effectively manage a team**

Here are nine steps to managing a team:

#### **1. Learn to delegate**

Teams often consist of people with a wide range of skills and from various backgrounds. Use this diversity to your advantage by delegating tasks to the right person or people. Know your team's abilities so that each member has tasks they can confidently complete. Consider compiling a chart or graph with an overview of the project and a breakdown of tasks to match employees to their skills more effectively. Remember, though, that great leaders know when and when not to delegate.

#### **2. Empower your team**

Since people have distinct personalities, personal motivation often differs. For example, your team might consist of seasoned employees eager to learn something new and less experienced members who you can encourage to expand their skills. Consider an employee's abilities when assigning tasks, and set individual and team goals to inspire action. As a leader, this shows your team that you understand them and helps empower them to achieve more. Here are some other ways that you can empower your team:

- Give team members larger roles in projects or meetings.
- Introduce team members to the client.
- Include team members on emails.
- Ask team members to provide feedback.
- Include team members in solution planning.
- Show appreciation for input and contributions.

### 3. Keep communication channels open

Effectively managing a team means keeping communication channels open. When employees understand their expectations, their job becomes easier and they're more likely to feel supported. To that end, be transparent by actively communicating throughout a project shows, encourage a culture of openness so that employees feel comfortable speaking their minds and provide them with outlets to do so. Also, use active listening skills to detect problems and find solutions before they impact a project.

### 4. Encourage collaboration

Teams that work together tend to meet deadlines, be more productive and rely on each other to develop solutions. Ideally, collaborative efforts involve each team member's strengths making up for others' gaps or weaknesses. For example, you might have a team member who's a skilled writer and another who's more knowledgeable about search engine optimization, and having them work together could create stronger targeted messages.

### 5. Maintain consistency

Being a consistent leader sets the tone and expectations for the team. You can establish a consistent management style in several ways. For example:

- Be readily available to your team for the same hours every day.
- Provide regular feedback and performance reviews.
- Reward team members with the same incentives and in the same manner.

### 6. Use discipline effectively

Effective team managers understand issues may arise that call for disciplinary action. As with rewards, consistency is key. Identifying the issue is also crucial to take appropriate action. Ask yourself if the issue affects the company, the project or the team, and then design an action that addresses the issue. One example is offering an employee additional training or a different role to grow their skill set.

## **III. SMART Goals**

Do you ever feel like you're working hard but not getting anywhere? Maybe you see little improvement in your skills or achievements when you reflect on the last five or 10 years. Or perhaps you struggle to see how you'll fulfill your ambitions during the next few years.

Many people spend their lives drifting from one job to another, or rushing around trying to get more done while actually accomplishing very little. Setting SMART goals

means you can clarify your ideas, focus your efforts, use your time and resources productively, and increase your chances of achieving what you want in life.

In this article, we'll explore what SMART goals are, and we'll look at how you can use them to achieve your objectives.

## What Are SMART Goals?

SMART is an acronym that you can use to guide your goal setting. To make sure your goals are clear and reachable, each one should be:

- **S**pecific (simple, sensible, significant).
- **M**easurable (meaningful, motivating).
- **A**chievable (agreed, attainable).
- **R**elevant (reasonable, realistic and resourced, results-based).
- **T**ime bound (time-based, time limited, time/cost limited, timely, time-sensitive).

## What Are the SMART Criteria?

### SMART Criteria

<b>S</b>	Specific	What will you achieve? What will you do?
<b>M</b>	Measurable	What data will you use to decide whether you've met the goal?
<b>A</b>	Achievable	Are you sure you can do this? Do you have the right skills and resources?
<b>R</b>	Relevant	Does the goal align with those of your team or organization? How will the result matter?
<b>T</b>	Time-bound	What is the deadline for accomplishing the goal?

## How to Write a SMART Goal

Paul J. Meyer, businessman, author and founder of Success Motivation International, describes the characteristics of SMART goals in his 2003 book, "Attitude Is

Everything: If You Want to Succeed Above and Beyond." We'll expand on his definitions to explore how to create, develop and achieve your goals:

## 1. Specific

Your goal should be clear and specific, otherwise you won't be able to focus your efforts or feel truly motivated to achieve it. When drafting your goal, try to answer the five "W" questions:

- **What** do I want to accomplish?
- **Why** is this goal important?
- **Who** is involved?
- **Where** is it located?
- **Which** resources or limits are involved?

### **Example**

Imagine that you are currently a marketing executive, and you'd like to become head of marketing. A specific goal could be, "I want to gain the skills and experience necessary to become head of marketing within my organization, so that I can build my career and lead a successful team."

## 2. Measurable

It's important to have measurable goals, so that you can track your progress and stay motivated. Assessing progress helps you to stay focused, meet your deadlines, and feel the excitement of getting closer to achieving your goal.

- How much?
- How many?
- How will I know when it is accomplished?

### Example

You might measure your goal of acquiring the skills to become head of marketing by determining that you will have completed the necessary training courses and gained the relevant experience within five years' time.

## 3. Achievable

Your goal also needs to be realistic and attainable to be successful. In other words, it should stretch your abilities but still remain possible. When you set an achievable goal, you may be able to identify previously overlooked opportunities or resources that can bring you closer to it.

- How can I accomplish this goal?

- How realistic is the goal, based on other constraints, such as financial factors?

### Example

You might need to ask yourself whether developing the skills required to become head of marketing is realistic, based on your existing experience and qualifications. For example, do you have the time to complete the required training effectively? Are the necessary resources available to you? Can you afford to do it?

## 4. Relevant

This step is about ensuring that your goal matters to you, and that it also aligns with other relevant goals. We all need support and assistance in achieving our goals, but it's important to retain control over them. So, make sure that your plans drive everyone forward, but that you're still responsible for achieving your own goal.

- Does this seem worthwhile?
- Is this the right time?
- Does this match our other efforts/needs?
- Am I the right person to reach this goal?
- Is it applicable in the current socio-economic environment?

### Example

You might want to gain the skills to become head of marketing within your organization, but is it the right time to undertake the required training, or work toward additional qualifications? Are you sure that you're the right person for the head of marketing role? Have you considered your partner's goals? For example, if you want to start a family, would completing training in your free time make this more difficult?

## The Pros and Cons of SMART Goals

SMART is an effective tool that provides the clarity, focus and motivation you need to achieve your goals. It can also improve your ability to reach them by encouraging you to define your objectives and set a completion date. SMART goals are also easy to use by anyone, anywhere, without the need for specialist tools or training.

Various interpretations of SMART have meant that it can lose its effectiveness or be misunderstood. Some people believe that SMART doesn't work well for long-term goals because it lacks flexibility, while others suggest that it might stifle creativity. For more information on the potential weaknesses of SMART, see our article, [Locke's Goal-Setting Theory](#).

## How do I write a SMART goal plan?



- Start by asking exactly what you need to accomplish. This will make your goal specific.
- Quantify your goals. Measurable goals are easier to track, so build in milestones.
- Your goal should be achievable. Is this something you can do with the resources at your disposal?
- Think why you're setting this goal. How will it improve your life or career? This is what makes it relevant.
- Know exactly when you'll have reached your goal. Have a firm schedule, and stick to it.

## IV. How to build and manage your finance team effectively



Do you want a stronger, more efficient finance team in your company? Blakely Cragun, VP of Finance at BILL, spoke with us for this post to offer his insights. First, let's explore the role of finance teams and how they can affect the success of any business.

A finance team is a group of people who manage the money in a business. They make sure that all financial operations run smoothly, and work to minimize possible disruptions. The size and scope of a finance team will vary depending on the size of the company.

In some businesses, the finance team includes accounting. In other situations, the finance team and the accounting team are broken out to work on different tasks. In companies like these, the accounting team focuses on day-to-day transactions and bookkeeping, while the finance department works on managing cash flow, creating budgets, and other long-term financial solutions.

What does a finance team do?

A finance team's roles and responsibilities will vary depending on the size and needs of the company.

## Financial analysis

The role of a finance department often includes internal financial analysis. This is a process of evaluating the financial aspects of a business. It can help determine the stability and future prospects of the organization, and help decide the best direction for the company.

Financial analysis could include determining a company's net present value, the internal rate of return, and other information. The results are then shared with management to help with decision making and create benchmarks for KPIs.

## Cash flow management

Managing cash flow can help a business stay on top of their finances, save money, and plan for the future. A talented finance team can help improve a negative cash flow and make the most of a positive cash flow.

## Budgeting

Creating and enforcing budgets is a process sometimes managed by the finance team. These budgets determine where company money will be spent over the week, month, quarter, or fiscal year.

## Spend management

Finance team goals sometimes include spend management, which is a term used to describe tasks such as paying invoices, handling employee expenses, and creating expense reports.

If the company has a separate accounting department, they might handle these projects instead of the finance team.

## Payroll and accounting

In some companies, payroll and accounting is handled by a separate accounting team, but in others it is handled by the finance department. Either way, they are important roles for any business.

Payroll involves making sure that employees are paid the wages and salaries they have earned. Accounting is tracking the financial operations of a business, and it includes projects such as keeping track of expenses and closing the books every month. This team may also handle accounts payable and receivable.

## How to build a strong finance team

For expert advice on finance teams, we spoke with Blakely Cragun, VP, Finance at BILL. He said, “To build a strong finance team, you need to ingrain in them that they’re actually building the strategy of the company.”

In his experience, finance and strategy are integrally connected. “You need to have your team focus on executing the strategy—not keeping score.”

Blakely believes that menial work will lead to an unhappy finance team, because they won’t learn and grow from that kind of work. Instead, he suggests that focusing on strategy is more empowering for the team.

### How to retain finance talent

Blakely knows the key to retaining finance talent is to keep things engaging. “Don’t assign people boring roles,” he says. “If you let it become boring, then the happiness and productivity will plummet,” he says.

Learning and development are key to retention. “If they’re being challenged, if they’re asked to do interesting work, they have something to look forward to,” Blakely says. “What I’ve learned is, if you can keep people in that state, they won’t leave.”

### How to be a better finance leader

According to Blakely, “A finance leader needs to be fairly selfless, because it’s a job without any glory. You are successful by helping other people be successful.”

He also warns that there is a danger in being too ambitious: “A finance leader can kill a sales culture. All you have to do is come in, give them an unrealistic target and boom, it’s done—you killed the sales culture overnight.”

## **V. Effective Solutions for Managing Remote or Hybrid Teams**

Team management holds paramount significance in business operations. Employees are valuable assets who must be efficiently and empathetically managed to deliver the desired output and accomplish goals. With an effective contribution from skilled workers, running and growing a business becomes a cakewalk. However, most businesses struggle to keep the teams together because of conflicts, trust issues, ego tussles, lack of communication and inefficient processes. It leads to low productivity and financial losses.

Since remote and hybrid work arrangements have become integral to employee satisfaction, team management has become even more challenging. Collaborating with workers virtually poses various hurdles that impact deliverables and timelines. So, **here are effective solutions for managing remote or hybrid teams**. These tips help to divert the teams' work in the right direction and move the business forward.

## 1. Use Team Management Software



Remote and hybrid work has become common across industries because employees are more comfortable with these arrangements. It has increased productivity levels by allowing employees to enjoy a perfect work-life balance and utilise the time spent on commuting. The workforce feels less stressed and more motivated to work from home because there is no direct involvement of management.

However, if efficiency and timelines are not checked, employees can become complacent and lethargic. They may not attend meetings and take hours to complete simple tasks. Thus, it is vital to use team management software that can organise tasks, set milestones and timelines, and showcase employee performance based on metrics. It makes the workers accountable and efficient even when working from home.

## 2. Maintain Transparency and Communication

The biggest hurdle that businesses face when dealing with remote and hybrid workers is communication. Since team members do not meet in person often, they may find it hard to maintain a constant flow of information. Also, cross-departmental collaboration is eliminated, keeping employees' perspectives limited.

Thus, individuals who start a venture or acquire a business for sale Brisbane must maintain streamlined communication. They should create calendars for the entire team to schedule daily and weekly meetings. The remote workers must be given secure access to required data for sharing and using files needed to complete their work. They must participate in video conferences and virtual events to increase cross-departmental associations and support.

## 3. Make Records and Train Employees

Clarifications may be needed because many people may lose focus during calls and long virtual meetings. Thus, it is vital to keep recordings of the videos and maintain logs for reference. All the information shared over the calls must be reiterated in pointers over chat or sent via emails to drive the point home.

In addition, it is vital to encourage the teams to ask questions, raise concerns, and provide insight into their pain points. If they are facing issues while working remotely, they must be helped out with the required support, training, and mentorship. They must be given all the materials, tools and techniques needed to upgrade and upskill for the tasks on hand.

#### 4. Respect Personal Time and Space



Employers must understand that they should expect employees to stretch their work hours because they work from home. They should follow the same time schedules, and managers should avoid sending emails and messages after the shift is over. Thus, new entrepreneurs who wish to buy a Brisbane business for sale must allow their employees to relax after offering the required output.

In addition, they must be willing to accommodate flexible work hours for employees who are unable to follow the schedule because of an emergency or family issue. For example, some employees may want to log in early; they must be allowed to do so. However, they should be available for team meetings and must use the time-tracking software to stay useful and efficient.

#### 5. Create Performance Measurement Modules

When dealing with a remote team, performance measurement must follow a customised pattern wherein every individual is analysed based on their schedule. Since some workers will be following flexible work hours and hybrid work week, they should be assessed according to their schedules.

Checking their engagement level and output during all work arrangements is vital. If they are more productive in the office, they must be brought back to the workplace. Also, it is vital to keep proximity bias out of the picture, which tends to offer more convenience to those coming to the office. The rewards and recognitions should be based on the performance reports rather than assumptions.

## 6. Mentorship and Employee Development

Businesses should not forget about their employees who work remotely or come to the office once or twice a week. They should be involved in the development and skill enhancement of these individuals as well. They must be mentored and given the support needed to grow and move up in the organisational hierarchy. Passionate individuals who want to purchase businesses for sale in Brisbane must include mentorship programs in their organisations.

Employees who are struggling must be aligned with senior managers with subject matter expertise and advanced knowledge. They can work together to achieve goals and learn from each other to become a formidable team. Those who are hired remotely must be made aware of the work culture, company values and ethics to gel well with the management and its protocols.

## 7. Focus on Inclusivity and Equity



Inclusivity and equity are of utmost importance in an organisation to engage, satisfy and retain employees. It requires eliminating all types of unconscious bias prevalent in the workplace and creating a homogeneous environment where everyone is treated equally. Remote workers must be appreciated for their efforts and encouraged to participate in all important events and company decisions.

Management must constantly ask for feedback from these workers to improve their work arrangements and keep them satisfied. Managers must delegate work fairly

and recognise efforts. They should conduct team-building activities and connect informally with team members to build strong relationships. Start-up founders and those who buy businesses for sale in Brisbane must ensure remote workers do not feel out of place or isolated.

Managing remote and hybrid teams can become effortless if the management trusts the workforce and provides them with all the necessary tools and opportunities to perform. Businesses can thrive with remote teams if they utilise the tips given above to grow.

## VI. To Help Your Team Grow, Give Them Space to Struggle



“How are you justifying the sales and expenses estimates?” the CEO asked. My face glowed red as I stuttered. My heart rate skyrocketed and my throat tightened. I looked at my boss, Valerie. She made eye contact, held a soft gaze, and said nothing.

In theory, most leaders know how important it is to delegate challenging tasks to employees both to help them grow and create a collaborative, empowered, productive team. But, faced with real workplace demands, it can be tough to put this into practice. Many of my clients say things like “I’m the only one who can do the job” or “If this project doesn’t go smoothly, the whole team will suffer.”

Empathy can get in the way, too. When you see an employee struggling, it’s only natural to want to step in and help. But from the other side, this can feel more like micromanagement than support. And when leaders over-function by keeping too many tasks, they allow their teams to under-function.

Here are some strategies you can use to make delegation easier.

### Shift from doer to leader mindset

In my corporate job, we promoted the best doers into leaders. This came with an assumption that they would magically shift from being good at and motivated by performance excellence and rewards to excelling at and caring deeply about developing others' potential. The mindset shift may be the hardest part of all. So, how can you facilitate this in yourself?

- Notice your payoff from *doing*. The thrill of achievement provides a quick dopamine hit. But that's something you need to resist to get to the greater fulfillment of having helped others improve.
- Claim your leadership identity by getting clear on values. Ask yourself: What three words do I want people to use to describe my leadership style? For example: Do I want to lead with control, urgency, and expertise? Or, with patience, curiosity, and empowerment?
- Be intentional about responding, not reacting. In the moments where you are triggered to step in, ask yourself: Would that be aligned with my values and who I want to become as a leader?

### Embrace the discomfort of the learning process

Many leaders tell me that, after witnessing an employee falter, taking back the work felt like the most supportive thing to do. I've felt this tension too. But Valerie taught me the power of holding space for struggle. Yes, this creates discomfort for both leader and employee because it's a new way of working for everyone. However, as Gallup reminds us, one of the keys to engagement at work is the opportunity for stimulating challenges. And when you push through the struggle, the result is growth for all parties.

How can you embrace, rather than resist, the discomfort of learning?

- Name your emotions, which according to psychologist Susan David, offers clarity and resiliency and can empower you to respond in an intentional way, aligned with your values.
- Normalize being uncomfortable. Neuroscientists know that these are the periods in which learning happens and perseverance is developed.
- Reframe the situation. One potential reframe is: "I was allowed to struggle and that's where I gained confidence in my skills. So I'm going to give my employee the same gift of time to solve the problem on their own."

### Distinguish between high- and low-stakes tasks



Leaders often tell me they remain stuck as doers because employees make too many high-impact mistakes that require intervention. But this usually happens when the bosses themselves hold on to all the work for far too long and are then forced to delegate at the wrong moment. The key is to instead hand off tasks when the stakes are low and missteps tolerated, or even expected..

What makes an environment low-stakes? Failure will support learning more than it would hurt reputation. Mistakes will not impact team or company success. The environment is safe for stops and do-overs. The people involved have support and compassion for less experienced colleagues on learning curves.

## **Be curious and facilitative**

Early in my corporate career as a trainer, people told me that I was visibly nervous during sessions I was leading. I explained to my boss that I was worried about not having answers to participants' questions. Her response: "What if your role isn't to have all the answers but to facilitate the expertise in the room?" This changed my perspective.

Like trainers, leaders can't be expected to have all the answers. But they do need to have patience and curiosity and ask insightful questions to facilitate learning. For example: What has your current approach been? Can you apply past experience to this problem? What is this situation teaching you?

## **CONCLUSION**

Successful team management requires fostering collaboration, communication, and respect. By adopting these principles, businesses can build agile teams that drive growth and stay competitive in a dynamic market.

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