

There Is No I in Team

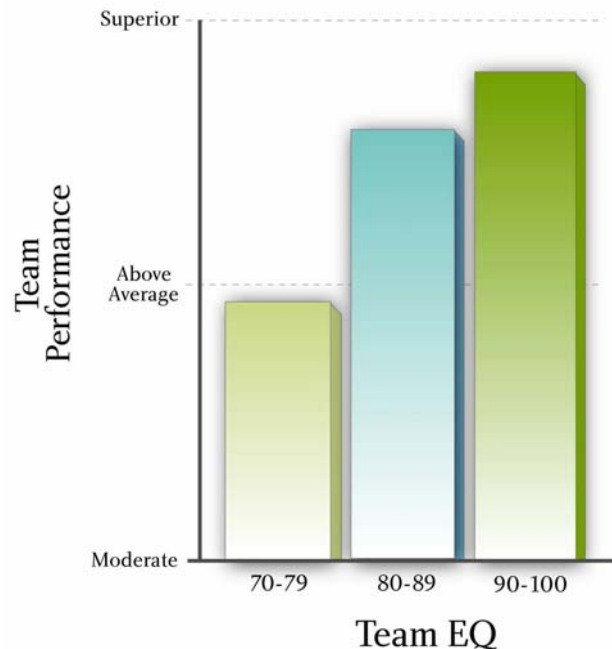
By Lexi Herrera, MS

The numbers that NBA superstars are putting up these days remind me of baseball in the late 1990s—when it was on steroids. Basketball teams lean on the performance of marquee players, many of whom live the repeated sentiment of the great Michael Jordan, “There is no ‘i’ in team, but there is an ‘i’ in win.” Jordan’s team, the Chicago Bulls, won six NBA championships during his tenure. But where would the Bulls have gone without him?

Superstars at work, similar to superstars in sports, are famous for creating chaos. They often turn the concept of team into a one-man show, leaving everyone else in the dust. We’ve all worked on projects in which the same amount of work—if not more—could’ve been completed individually. Which begs the question, why form work teams in the first place?

Ever been in a meeting when ideas were flowing, everyone offered his or her unique perspective without the fear of ridicule, and tasks were accomplished with ease and efficiency? Neither have we. But at TalentSmart, we’ve studied hundreds of teams, as well as hundreds of thousands of individuals, and the quality that separates those teams that work together efficiently from those that fall apart is team emotional intelligence. You see, just as an individual has an emotional intelligence score, or EQ, so does an intact work group.

In a recent nine-month study, we measured the Team EQ of intact work groups, and compared the Team EQ scores to overall team performance. Team EQ scores not only predicted performance; they had a direct, linear connection to group productivity. The higher a Team’s EQ, the more the team achieved. Team EQ was the single determining factor between groups that achieved peak performance and those that derailed entirely.



Why does a team’s performance increase with the collective EQ of the group? Team EQ embodies the group’s ability to manage emotions under stress, build trust, and come together as a cohesive unit. Groups with a high Team EQ work diligently to understand one another and face the negative tendencies that—if ignored—can hinder progress.

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EMOTIONAL AWARENESS	EMOTION MANAGEMENT
INTERNAL RELATIONSHIP MANAGEMENT	EXTERNAL RELATIONSHIP MANAGEMENT

There are four team emotional intelligence skills:

Emotional Awareness: A team's ability to accurately identify the emotions in the group and understand each member's general tendencies for responding to situations.

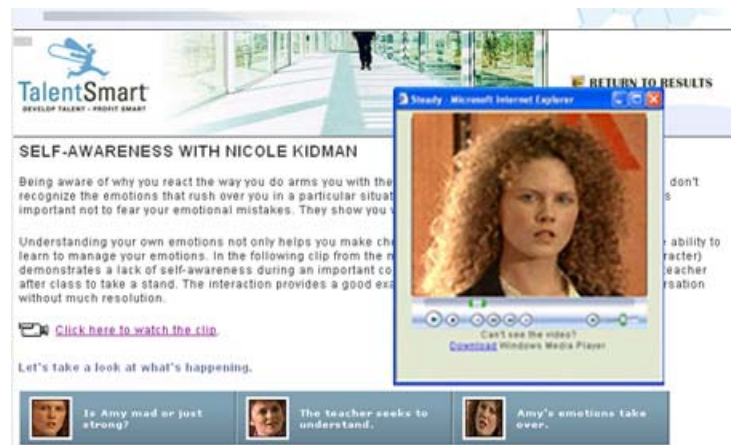
Emotion Management: When team members respond to the emotions in the room and the group's overall mood to manage emotions constructively and achieve team objectives.

Internal Relationship Management: When team members interact with each other effectively to better respond to difficult situations within the group.

External Relationship Management: A team's ability to interact effectively across the organization and with outside parties.

Your team doesn't have to leave stellar performance to chance—a high Team EQ is within your control. You can test and identify your group's strengths and weakness with the *Emotional Intelligence Appraisal™—Team EQ Edition*. This online assessment lets your entire team (up to 26 members) test the group's ability in each of the four Team EQ skills in minutes.

Each team member anonymously rates the group as a whole, and the ratings are combined to deliver a Team EQ score profile online. All members receive the team's score profile, and the entire team participates in action plans that teach Team EQ step by step. Hollywood movie clips bring the Team EQ skills to life, and the team's score profile is easy to download, print, and bring along to meetings.



Take your team to the next level!



Emotional Intelligence
Appraisal™
TEAM EQ EDITION

Just \$199 for the whole team!
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Lexi is a Project Manager at TalentSmart®, responsible for client management, product development, and applied research. She also assists in leading the *IMPACT EQ Learning Program*—an emotional intelligence certification program that teaches trainers worldwide to deliver EQ curriculum.

Lexi's research background includes team effectiveness, emotional intelligence, inclusive behaviors, and work-life balance. She received her MS in industrial/organizational psychology at the Marshall Goldsmith School of Management and is on her way to receiving her PhD in the same field.

The research conducted for this whitepaper was completed in collaboration with Jeremy Hirshberg, MA; Angel Johnson, MS; and Ryan Speckhart, MS.