How Leaders Build Effective Teams through Quality Management and Teamwork

By Myron Curry

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Leadership is a big word. It means more than what it appears to be and is written about in millions of books around the world. Leading a person or a group of people is an infinite responsibility. Of course, we have different kinds of leaders and people are constantly looking for leaders who can create more leaders than followers. At work, in business, in families and within friends, leaders are important because they just don't show directions but help people identify their strengths and bring out the best in them.

Supreme quality work is one of the main attributes of management or leadership. Quality management is crucial for the people involved as it is for the end result of any work. Managing the quality of the team does not always have to do with work. It also means maintaining a healthy, cheerful, enthusiastic and result-oriented atmosphere within a team. Great managers always focus on creating a code of honor for the team before they get started. It is an excellent, result-oriented and an effective way to lay rules that everybody in the team must play by. It is unspoken on many occasions but firmly agreed by all. It is largely true that when there are no rules, people come up with their own. This is perhaps the most deterring factor between good and great quality management.

Quality management is a vital aspect for any team improvement. Quality management deals with empowering people and encouraging open communication at all times. Of course, the code of honor presets how issues and concerns within the team must be addressed constructively. As for work, clear and sharp communication helps members of the team comprehend the true reason for their presence and how their work affects others' and the team as a whole. No two people are alike in a team and therefore the approach to handle each of them and their work must be different too. Where there are people, there is bound to be friction however here are some basic recommendations for improving quality management within a team.

Consistent Improvement: Time is more important and valuable than money. This cannot be stressed enough. In the world of finance, a golden rule explains that a dollar today is more valuable than a dollar tomorrow. Similarly, in the team management, the quality of the team's work along with interpersonal relationships must improve on a consistent basis. Everybody appreciates an overnight success but unless it is a consistent story, nobody wants to own it. The dynamics of people, the quality of the commitment towards work and team work must improve at regular intervals. Continuous improvement shows the capacity of the team to withstand pressure.

Customer of the mind: If it was not for the customer, there would be no business. Without business or work, any of this would not make sense. Quality is a feeling more than it is a tag. Teams need to be made understood that when any customer receives a product or service or even interact with the staff, he or she must feel the quality. Quality is present in all that can be done and all that cannot be done. As long as team members can put themselves in customers' shoes and feel the difference, positive changes are limited. A simple greeting can stand out for quality and get the conversation going. When teams have customers on their mind, accountability and sense of pride helps them deliver only the best.

Get Involved: Feedback mechanism is one of the best ways to take appropriate actions. When quality work is the focus, it is always beneficial to get all members of the team involved. Typically, the people who interact with the customers are the best to give the feedback about what the customer wants. Customers are always giving feedback with their emails, gestures, attitudes and voices. Only the best trained quality obsessed teams can identify and act on that feedback. Involving everyone will broaden the possibility of getting more solutions and ways to improve quality within a team.

Recognition: When a member of a team goes out of his/her way to help resolve a customer issue, be present in place of another team member or stand for the mission of the team, recognition is mandatory. Just like businesses appreciate great financial results and reviews by top notch companies, team members also appreciate being recognized for their efforts. Lack of recognition can lead to discouragement and affect the morale of any great bonded team.

Quality management is largely based upon how the leader views it, the team members view it and how the management views it. As long as these three entities are in sync with their definition and belief about

quality, the business will continue to thrive under the most severe of circumstances.

About the Author:
Myron Curry is the President of Business Training Media, a leading provider of teamwork training videos for improving management and employee productivity.
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