

Five Steps to Building a Cohesive Team

By Stephen Eger, Managing Partner, Knibbs HR Consulting

In the fast-paced world of hospitality, seamless teamwork is the key to delivering outstanding guest experiences. Whether in hotels, restaurants, or other service industries, a well-coordinated team ensures that operations run smoothly, communication flows effortlessly, and challenges are tackled efficiently.

When team members trust and support each other, they not only enhance workplace morale but also create an inviting atmosphere that guests appreciate.

WHAT IS TEAM COHESION

Team cohesion is important as it helps to ensure that everyone works well together to provide guests with the best experience possible. In hospitality, like hotels and restaurants, team members must coordinate smoothly, from front desk staff to housekeepers to kitchen staff.

When a team is cohesive, meaning all members get along and understand their roles, communication flows better, and problems are solved more efficiently. This makes the workplace happier and more productive, which guests can sense, making their stay or meal more enjoyable.

Moreover, when team members trust and support each other, they are more likely to work together to handle busy times or difficult situations, ensuring that the service remains top-notch no matter what. This harmony not only makes guests want to return but also makes the team stronger and more confident in their abilities.

FOSTERING TEAM COHESION: KEY STRATEGIES FOR SUCCESS

- Highlight the Value of Team Cohesion: Understand why team cohesion is essential as it leads to improved guest experiences, better communication

and collaboration among team members, increased employee satisfaction and retention, and higher productivity and efficiency.

- Build Trust Through Transparency and Communication: Building trust among team members and effective communication strategies are fundamental to team cohesion. Establishing trust can be facilitated through regular interactions and transparency, while effective communication is supported by clear and open dialogue that encourages feedback and mutual understanding.
- Establishing Shared Goals and Role Clarity: Aligning team goals with organizational objectives and ensuring every team member understands their roles and responsibilities help in building a cohesive team. Shared goals promote unity, and clear roles minimize confusion and overlap, hereby enhancing accountability.
- Use Practical Activities to Strengthen Team Cohesion: Pursue practical strategies to enhance team cohesion including team-building activities, applying conflict resolution techniques, and maintaining regular team interactions to focus on key goals and address arising issues in the moment.

- **Action Planning and Continuous Evaluation:** Make cohesion part of your day to day. We'll develop options for action plans and touch on long-term strategies for sustaining team cohesion.

GET STARTED NOW – PRACTICAL AND ECONOMICAL

While we often hear about grand events and expensive tools, sometimes being practical and economical are best. A great low-cost item that can be part of the day-to-day that can contribute positively to your workplace culture and efficiency is a simple low tech dry erase whiteboard. We share some benefits and tips for making this simple tool part of your team cohesion strategies.

Benefits of Using a Whiteboard:

- **Encourages Collaboration:** Whiteboards provide a space for brainstorming, sharing ideas, and collaborative problem-solving. They invite open communication and can be used by anyone on the team at any time.
- **Enhances Visibility:** Placing whiteboards in common areas allows for important messages, schedules, or goals to be displayed where everyone can see them. This increases transparency and keeps everyone informed about what's happening in the organization.
- **Supports Organization:** They can be used to track tasks, projects, deadlines, or even the progress towards goals. This helps keep teams organized and focused on their priorities.

- **Fosters Creativity:** The ease of writing and erasing on a whiteboard encourages people to freely express their thoughts and ideas without the fear of making permanent mistakes, fostering a more innovative and creative workplace.
- **Versatility:** They can be used across various contexts from meeting rooms and manager's offices to break rooms and back of house spaces, adapting to different needs such as presentations, daily stand-ups, or training sessions.
- **Cost-Effective:** Compared to digital tools and systems that often come with high initial setup costs and ongoing subscriptions, whiteboards are relatively inexpensive and do not require any tech support.

Tips for Implementing Whiteboards:

- **Accessibility:** Place whiteboards in areas that are easily accessible to all team members, like common areas, near coffee machines, or in meeting rooms.
- **Maintenance:** Ensure that whiteboards are well-maintained—clean, equipped with markers and erasers, and updated regularly to keep the information relevant.
- **Engagement:** Encourage team members to use the whiteboard by occasionally initiating discussions or questions that can be answered or expanded upon on the board.
- **Rules of Use:** Establish basic guidelines for whiteboard use to ensure that it is a shared resource that respects everyone's voice and contributions.



ABOUT THE AUTHOR

As a small business owner, Stephen is the managing partner of Knibbs HR Consulting and is a life-long learner with nearly 25 years of experience in a variety of organizations. He has created and implemented human resource services, policy, evaluation, strategy, change management, communications, and organizational development. Stephen has senior human resource leadership experience in safety, learning, culture, executive/board support, labour relations, diversity and inclusion, payroll and analytics fill out his experience. He strongly believes in collaborative solution development, inclusive practice and capacity building. Stephen is a trained investigator, leadership coach and mediator. He is married with three awesome kids and a great dog named Ivy.