

# Getting to know your team: A win for employees and your business



## Strategies for getting to know your team and building a culture of trust

One of the most important aspects of being a good leader is knowing your employees. Getting to know your DSP Team members on a more personal level can make a big difference in workplace morale, employee performance, and job satisfaction.

Expressing interest in your employees understanding their unique skills and interests, and showing your appreciation for each individual can build a sense of trust and community within your company. Employees who feel appreciated and valued are more productive, more effective in their job, support and motivate other team members, and play an important role in establishing and maintaining a positive culture in your organization.

Relationships with employees that are built on a foundation of trust and mutual respect benefit each employee, the broader team, and the business overall, but building these relationships takes an investment of your time as well as an approach that demonstrates you are interested in their feedback, both positive and constructive, that you value opinion, and that you know them well enough to know their personalities, interests, and work styles.

Creating a culture where your team members feel comfortable coming to you and sharing challenges and concerns not only builds trust among individuals, it has the added benefit of helping you identify areas in the business where there may be opportunity for improvement.

If there seems to be a block between you and your team members, you may want to ask yourself how well you know your employees. When it comes down to it, do you know more than their names and job titles?

Take a minute to consider the following questions to see how well you know your DSP Team members:

- Are any of your employees married, have kids, or have grandkids?
- Is anyone dealing with a family crisis or personal issue that might be affecting their work?
- Can you name any hobbies or activities that your employees are involved in?
- Does anyone who works for you have a birthday this month?
- What specific skills do your team members possess? Do you have employees that are more analytical? Are they using these skills to benefit your team?
- Do you know how your employees feel about their jobs? Are they just there to earn a paycheck, or are they looking to learn and grow, make a contribution, or to make a change within the company?

How did you do?.

Getting to know your team better does not have to take a great deal of time. Let's take a look at some simple strategies.

### 7 Tips for Getting to Know Your Employees

1. **Be approachable:** Implement an open-door policy and encourage your DSP Team members to come to you for both personal and professional matters. Having a friendly disposition goes a long way in making you an approachable leader and owner.

**2. Host team social events:** Coffee outings, food days and other less professional gatherings allow you to get to know your employees in an environment outside of work. You might see a new side to your team members and discover new talents and traits that you can access back later. Seeing your team members in different environments might help you understand them and the way they make decisions a little better, which can help when it comes to understanding and managing performance on the job.

**3. Let your DSP Team members know that they have your support:** Showing support helps build confidence and trust, and can motivate team members to contribute in new ways or go above and beyond in their work.

**4. Pay attention to your employees' working conditions:** Listen to feedback from team members, address concerns and make improvements that will ensure their time spent working is a little more enjoyable. This will demonstrate to your employees how much you value them.

**5. If you implement an incentive program, make sure it is acting as a motivator and not a demoralizer:** Make sure that your incentive program is competitive yet fair and allows each DSP Team member a chance to receive an award.

**6. Encourage individual development:** A team is only as strong as its weakest link, so it is important to encourage individual development as well as team development. If each DSP Team member is striving to become better individually, the team will grow stronger in the process.

**7. Be compassionate:** Take interest and share in your team members' hardships and struggles. This doesn't mean struggles can be used as an excuse for subpar performance, but make allowances for people dealing with grief and hardships and show an understanding of these issues.

Getting to know individual communication styles can also help you better understand team member behavior, leadership potential, and how the employee can contribute most effectively.

When you start to see a more personal side to your employees and the lines of communication are open, there will be more mindfulness in the way team members interact with one another. As familiarity grows, so does mutual respect. Communication and listening skills will improve, as well so you'll have a better understanding of your team.

## Conclusion

The most important aspect of getting to know your employees comes down to one word – trust. Taking the time to get to know them on a more personal level and understanding what is important to them shows that you value them as more than just a worker but also as an individual. As a result, they will feel valued not just for what they do, but who they are.

Once you have built a foundation of trust with your DSP Team members, you'll start a line of open and honest communication and create a work environment where everyone feels supported and has something important to offer.

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