



Maximising team performance:

Managing inefficient
behaviours



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Introduction: Understanding inefficient behaviours

Have you ever noticed specific traits in your employees that appear to slow down work progress? You're not alone. Many other employers out there face similar challenges. These issues often boil down to what we refer to as "bad day behaviours".

The reality is that each of your team members approaches their work in a unique way, and we want to celebrate this. Some of these approaches have traditionally been considered efficient while others are viewed as less efficient.

For example, you might have employees who are labelled inefficient due to being procrastinators, overthinkers, perfectionists, or even micromanagers.

But here's the important part to understand: when it comes to employee personalities and behaviours, what we might call inefficiency doesn't necessarily mean they can't be valuable members of your team. Quite the opposite, in fact!

As a leader, you hold the key to not only spotting these bad day behaviours, but also to turning them into pathways for personal and professional development for your employees.

In the guide, we'll explore diverse behavioural and personality types, communication techniques for specific traits, motivating personalities to address inefficient behaviours, and much more.

Exploring behavioural diversity

Behavioural diversity is all about appreciating the unique individual traits, preferences, and skills that each team member brings to the professional stage. It's the understanding that each of your employees is different, and these distinctions go beyond their job roles and skills. Behavioural diversity includes how team members think, communicate, make decisions, and handle different situations. Recognising and valuing each employee's strengths and areas of development is crucial for creating a dynamic and thriving work environment.

The Myers-Briggs Type Indicator (MBTI) and other personality assessment tools

To explore the diverse world of personalities, we've got quite the toolbox at our fingertips. The Myers-Briggs Type Indicator (MBTI) is one of the most useful, categorising individuals into 1 of 16 personality types and giving insights into their preferences like:

- ✓ Extraversion vs introversion
- ✓ Thinking vs feeling
- ✓ Judging vs perceiving

But that's not all... Alongside the MBTI, there are other assessments like the Big Five Personality Traits and the DiSC Assessment, offering different perspectives on personality traits and preferences.

The benefits of a diverse workforce

So, why does behavioural diversity in a team matter? Well, when a workforce celebrates a variety of personalities and behaviours, it becomes a well of creativity and problem-solving potential.

When people with different personality types work together, they bring a variety of viewpoints, approaches, and solutions to the table. This diversity not only fosters innovation but also results in more well-rounded problem-solving strategies. Put simply, a team with diverse personalities can tackle challenges from various angles, making the organisation more adaptable and resilient.

Discovering strengths behind "bad day" traits

Certain behaviours and personality traits tend to stand out in a fast-paced and efficiency-driven environment, sometimes drawing scrutiny. But it's crucial to look beyond the surface of these traits. It's about learning to understand that they can conceal hidden strengths that other team members may lack. When applied effectively, these traits can be of great value for improving team processes.



- ✓ **Introversion:** While introverts might appear reserved, they shine when it comes to deep thinking, active listening, and maintaining unwavering focus. Their contemplative nature often leads to well-considered solutions and insights that more outgoing individuals might miss.
- ✓ **Perfectionism:** Sure, perfectionism can slow things down, but it reflects a strong eye for detail and a commitment to high standards. Those perfectionists often deliver top-notch work in terms of precision and accuracy.

- ✓ **Procrastination:** It might sound counterintuitive, but procrastination can sometimes signal that creativity is brewing. Procrastinators might wait for that magic moment when their creativity peaks, leading to fresh, innovative, and out-of-the-box ideas.
- ✓ **Disorganisation:** Disorganised folks may give off a chaotic vibe, but they often possess a remarkable ability to think on their feet and adapt to shifting circumstances. Their flexibility can pave the way for creative problem-solving and adaptability.

By avoiding the trap of stereotyping, you can recognise the richness of diversity within your team. You'll see how every behavioural and personality type has a role to play in helping your team progress and reach its objectives.

Effective communication and adaptation

Adapting your communication to suit each person's behavioural traits is a must for better team performance.

Why it matters

- ✓ **Better understanding:** Tailoring your communication makes sure everyone gets your message, reducing misunderstandings and creating an inclusive environment.
- ✓ **Boosting productivity:** Effective communication increases productivity as employees feel heard and valued.
- ✓ **Building trust:** When employees see that you understand their communication needs, it encourages trust, forming a solid working relationship.

Practical tips:

- ✓ **Stay approachable:** Keep an approachable attitude that makes employees feel comfortable sharing thoughts and concerns without fear of judgment.
- ✓ **Active listening:** Show you value your employees' input by actively listening to them. Ask for their perspective and give them your full attention.
- ✓ **Offer frequent feedback:** Encourage open dialogue by providing regular feedback, highlighting strengths and areas for improvement.



Communication techniques for specific personalities:

- ✓ **For introverts:** Allow them time to think and respond, and consider written communication as an effective way to share ideas or feedback.
- ✓ **For extroverts:** Engage them in group discussions and provide opportunities for them to express their ideas openly.
- ✓ **For analytical thinkers:** Provide data and logical reasoning to support your points when speaking to them and give them time to process information.
- ✓ **For creative minds:** Encourage them to share innovative ideas and provide space for brainstorming sessions.



Setting clear expectations for employees

Setting clear expectations and achievable goals for your employees helps those with diverse personalities and behavioural traits in the following ways:



- ✓ **Team alignment:** A shared understanding of goals promotes teamwork and collaboration, as everyone works toward the same objectives.
- ✓ **Motivation and direction:** When employees know what's expected and where they're headed, it inspires them to perform at their best.
- ✓ **Accountability:** Clear expectations create a sense of responsibility, leading employees to take ownership of their tasks.
- ✓ **Performance improvement:** Goals provide targets to strive for, encouraging employees to work more effectively.
- ✓ **Enhanced communication:** Clear expectations foster smoother communication, enabling employees to discuss progress and challenges more effectively.
- ✓ **Feedback and development:** Goals serve as a basis for performance evaluations and constructive feedback, aiding employee development.
- ✓ **Stress reduction:** Clarity in expectations and achievable goals can reduce employee stress and prevent burnout.
- ✓ **Decision-making:** Well-defined goals make it easier to prioritise tasks and make decisions aligned with the organisation's objectives.

In a nutshell, clear expectations and attainable goals drive motivation, accountability, and performance, all while improving communication and reducing stress in the workplace.

Motivating and recognising a diverse workforce

By celebrating the unique qualities and perspectives of your employees, you create a workplace where everyone feels valued and motivated.

This not only amps up morale, but also turbocharges team effectiveness, productivity, and engagement. Here are a few approaches to consider:

- ✓ **Challenging projects:** Some employees are at their best when tackling the toughest of projects. Give them the chance to innovate and watch them shine.
- ✓ **Mentorship and coaching:** Offer mentorship programs for those who appreciate guidance and support for their career development.
- ✓ **Financial incentives:** For some, financial rewards or bonuses may be the best motivator.
- ✓ **Tailored recognition:** Take the time to get to know your team members individually. Figure out what makes them tick. Some folks love a public pat on the back, while others prefer a quiet "great job". Tailoring the way you recognise success to what makes them comfortable is key.
- ✓ **Team building and collaboration:** Team players love to see the group win. Recognising and rewarding team efforts can motivate those who thrive on collaboration.
- ✓ **Professional development:** For those on a journey of personal and professional growth, investing in training and development can be a game-changer.
- ✓ **Assess team performance:** Measuring team performance can greatly benefit employees who thrive on clear, tangible results.
- ✓ **Flexible work arrangements:** Some of your team members might thrive when they have control over their work arrangements. Whether it's flexi-time or remote work, giving them options can improve their motivation.

Skills and development training for employees

Prioritising continuous learning and skill development isn't just about improving team performance and investing in your employees; it's an investment in your organisation's future success. Whatever their personality type or behavioural traits, when your team members are empowered to continually improve their skills and knowledge, they become more adaptable, resilient, and better prepared to tackle challenges. Here are some tips:



✓ **Access to online learning:**

Encourage your employees to take advantage of online courses on Coursera, LinkedIn Learning, and others. There's a wealth of knowledge to explore.

✓ **Foster mentorship:** Facilitate mentorship relationships and peer learning. These interactions not only foster skill development but also strengthen team dynamics.

✓ **Leverage in-house expertise:** Promote in-house training programs where experts within your organisation can share their knowledge. Peer-to-peer learning can be highly effective.

✓ **Learning budgets:** Consider providing a budget for employees to use on workshops, conferences, or courses of their choice. It's an investment in their growth and, in turn, your company's success.

✓ **Evaluate team performance:** Don't forget to measure the team's performance to gauge the effectiveness of your training and areas for improvement.



Key takeaway

Maximising team performance means embracing behavioural and personality diversity. Effective team leadership requires understanding the unique individuals who make up your team to enhance communication, reduce team conflict, and create a vibrant work environment.

Setting clear expectations and team goals drives motivation and teamwork while reducing stress. Celebrating individual qualities and perspectives creates a

workplace where everyone feels valued, enhancing morale, productivity, engagement, and team member satisfaction.

Prioritising continuous learning and skill development empowers your team for future challenges and success. The journey to maximise your team's ability and performance is ongoing, rooted in diversity and effective management of personality types.

Boost your team's performance with C-me!

Are you seeking professional support in addressing inefficiencies within your team? Look no further than C-me and our cutting-edge personal development platform. Our tool not only helps you understand your employees' unique behaviours, but also provides actionable insights to empower them for peak performance.

Our platform promotes proactive professional growth, enabling you to customise feedback and strategies to each employee's unique profile. This enhances teamwork and overall business performance, ensuring your team operates at its full potential.

Curious to see it in action?

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