



Team work

Yvonne Crabbe

13 February 2026



Yvonne Crabbe

Work

Employee Experience – Avalog

Career spread across 4 different sectors

Over 25 years' experience in program, project and change management

Personal

Lived in Scotland for over 30years

2 grown up children 25 and 21

Favourite way to relax is walking my 2 dogs

Enjoy various charity fundraising activities

Avalog Video

People Bingo

People Bingo

- Grab a worksheet
- Find people within the room to match the descriptors
- You have 3 minutes to complete all the items on the bingo card
- The winner will be the first person to complete their full card

Why are we here



Why is team work important



What are the key behaviours in teamwork



Personal preference in teamwork



Understanding team conflict

“A team is not a group of people who work together, a team is a group of people who trust each other.”

- Simon Sinek -



High Performance Team

Dysfunctional Team



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The Pit Stop



Skills

① Communication Skills

② Active Listening

③ Honesty

④ Responsibility

⑤ Empathy

⑥ Collaboration

⑦ Self-Awareness

Team Performance

Factors Influencing Team performance

Team Composition

- Team diversity
- Personality

Interpersonal dynamics

- Trust
- Psychological safety
- Social cohesion

Organising knowledge

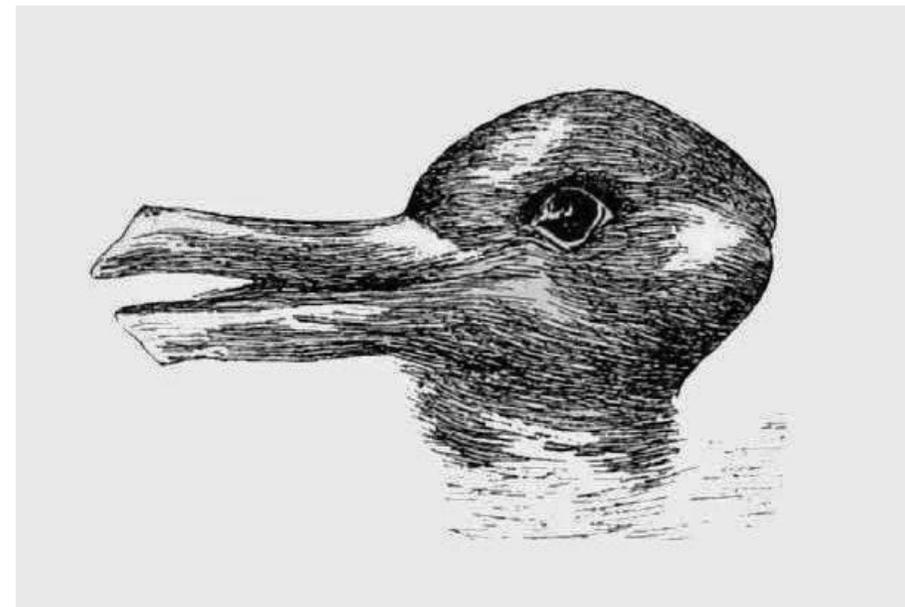
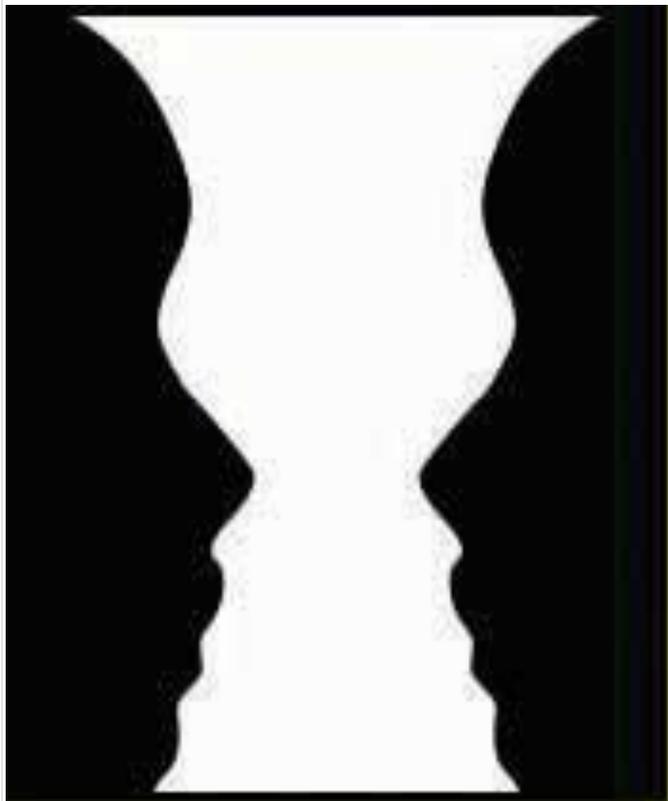
- Shared thinking
- Information sharing
- Collective memory

You will see the world differently from the way other people see it.

Perceptions can change, with awareness.

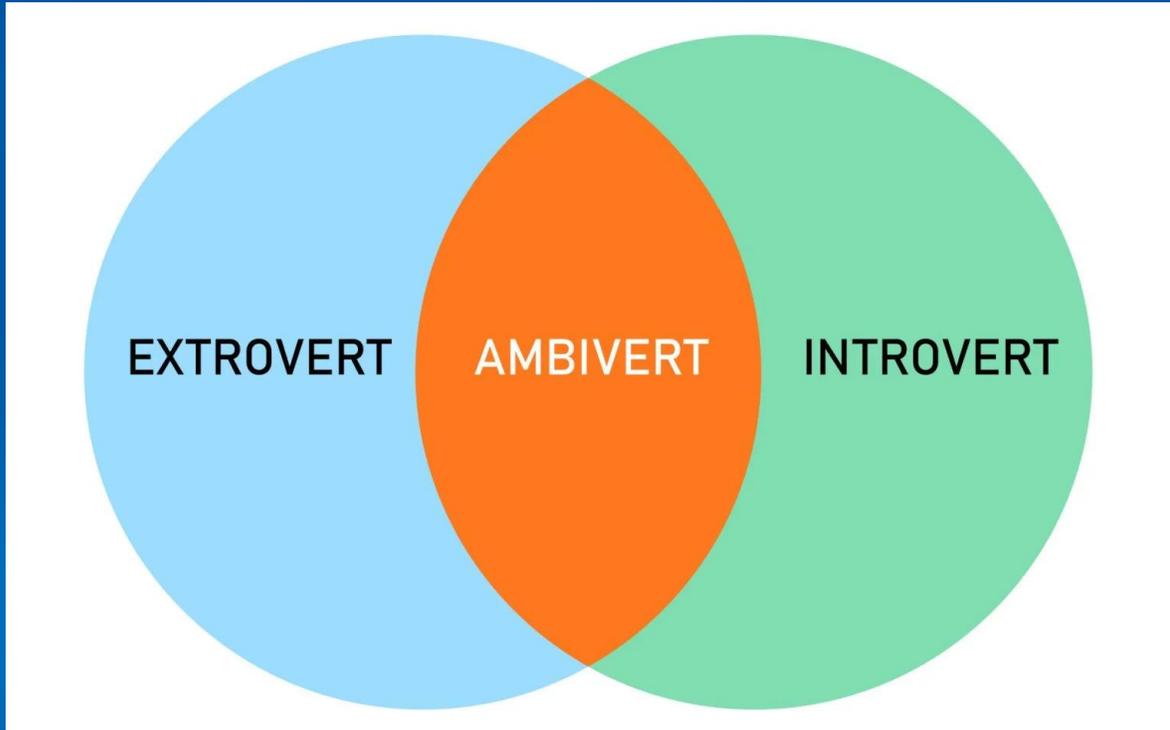


What do you see?



Personality Traits

Introvert/Extravert



They represent natural orientations of energy—opposite ways to direct/receive energy and focus attention.

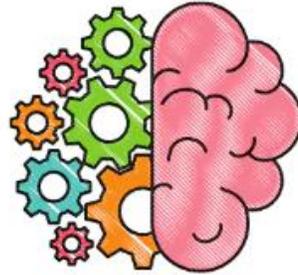
People who prefer **Extraversion** feel energized by interaction in the outer world of people and things. Their attention is naturally drawn in this outward direction.

People who prefer **Introversion** feel energized when reflecting on concepts and ideas in their inner world. Their attention is naturally drawn in this inward direction.

Personality Traits

Thinking vs Feeling

Thinking



- **LOGICAL**
- **OBJECTIVE**
- **ANALYTICAL**
- **RATIONAL**
- **STRATEGIC**

Feeling



- **CARING**
- **SUPPORTIVE**
- **EMPATHETIC**
- **COMPASSIONATE**
- **CONSIDERATE**

Personality Traits

Working with ...

Introvert/Thinking

- Give them space to work
- Give them instructions
- Prioritise detail and quality

Cautious, precise, deliberate, questioning, formal

Introvert/Feeling

- Give them a space to be heard
- Take a democratic approach
- Take a collaborative approach

Caring, encouraging, sharing, patient, relaxed

Extravert/Thinking

- Give them challenges and goals
- Support them by removing blockers
- Give them time to focus

Competitive, demanding, determined, strong-willed, purposeful

Extravert/Feeling

- Give them space to work together
- Make sure their ideas are heard
- Prioritise socialising and teamwork

Sociable, dynamic, demonstrative, enthusiastic, persuasive

How to respond
when things don't
go well

Objections & Conflicts

Types of Objections

Identify which one is at play

The Genuine Objection

Real doubt or worry based on difference in views, lack of knowledge, uncertainty or an emotional reaction



The Misunderstanding

A genuine doubt or worry based on a misunderstanding of a particular fact or situation



False Objection

Designed to distract you from the subject and bring the meeting to an end by putting you off



Handling Conflict



- Separate the person from the problem - teams get stuck when feedback feels personal.
- Start with shared understanding - most conflict comes from different assumptions, not different personalities.
- Use Active Listening - conflicts escalate because people stop feeling heard.
- Seek Evidence, not opinions - when technical debates get heated, use data
- Use clear decision-making rules - conflict often lingers because no one knows how the decision will be made
- Assume positive intent - most conflict isn't malice — it's stress, misunderstanding, or mismatched communication styles
- Solve together, don't win - Reframe the goal from winning the argument to improving the outcome
- Create space when needed - When emotions spike, a 10-minute pause can be magic.
- Escalate early, but smartly - escalation isn't "telling on someone" — it's protecting the team, timeline, and project quality

Any Questions

