

# THE RULE OF FIVE

This is a reflective session looking at the rules we need to follow and foster for a successful team and the benefits an effective team brings. Working in small groups or as a room get the team to think about what makes a team be a success. Using the rule of five explore ideas that they would like to see in the workplace to make this team more effective and better for our customers.



## THE RULE OF FIVE (FOR A SUCCESSFUL TEAM):

- 1 **Know your team, know who does what**
- 2 **Continually improve what you do, learning from feedback or setbacks**
- 3 **Be comfortable with disagreement**
- 4 **Build your team's relationship**
- 5 **Understand your common goals and always celebrate your team's successes**

## WHAT YOU NEED:

- 1 Have flip chart paper ready with the five teamwork rules on it.
- 2 Note any awards your team is aiming for or has achieved.
- 3 Have what this module looks at and video on the screen ready to play.
- 4 Room for the team to be together in pairs or small groups.

## THE EXERCISE:

- Start the exercise by playing the video and explaining the purpose of the session.
- From your flip chart run through each of the teamwork rules.
- Ask the team to think about the best team they have been in, either in or out of work? What made it a success? What are the benefits of an effective team?
- Now discuss each rule and write down your team's ideas and examples for how these team rules can come to life in your building and for your team. What do they want to keep doing, see more of, or start doing?
- Agree what ideas you want to take forward as a team and remember to visit these rules regularly – is there somewhere you can display these rules and the team's ideas?



## THE BENEFITS OF AN EFFECTIVE TEAM:

- 1 Efficiency:** when a team works well together, they accomplish more.
- 2 Mutual support:** when a team works well together, they are supportive of one another.
- 3 Better outcomes:** when a team works well together, they come up with more effective solutions.
- 4 Sense of accomplishment:** when a team works well towards a common goal, there is often a greater sense of achievement.

## TIPS:

- Share the customer quote:  
“The whole team really looked after us and our floor, they are fantastic and work hard to keep everything running smoothly.”
- Share the story:  
Formula one racing teams believe that it’s by following these five teamwork rules that they win races, everyone works together as a single team to achieve their goal of winning for their sponsor and everyone celebrates together when they win.
- Ask the team:  
What will they do differently now they have seen the five teamwork rules?

## TO CONCLUDE:

- Always ask the team at the end of the session, is there anything that they will **Stop** doing, **Start** doing or more importantly **Keep** doing to improve the customer experience? Note down any ‘promises’ individuals make as you can use these in future conversations with team members to keep the momentum going between modules.

In summary, teams are made up of different characters and skills, and that’s good – we all have something to offer. Successful teams are when we are all working together, to the same rules and goals. When we do this, we have the best chance of success for each other, our companies, but more importantly for our customers.