



Security Spotlight

An Informational Guide for Securitas Clients

How to be a good team member

- Be on time and ready for work
- Collaborate and be respectful of your colleagues
- Share information team members might need; be transparent



Everyone wins with teamwork

Chances are you have seen the motivational posters—skydivers in a freefall forming a complete circle, a crew rowing perfectly synchronized, a baton being passed from one athlete to another. Each of these posters shares the same one-word title: Teamwork. The message is that great things can be achieved when individuals pool their skills and work together toward a common goal.

Effective and professional teams in the workplace are vital to a company's success, but they don't happen on their own. What does it take for a group to become a team?

And what does it mean to be a good team member? Let's take a look.

Group or team?

A group is a collection of people with something in common, such as being in the same place or sharing the same interest. Groups exist whenever people do the same thing together—watch a movie, ride the bus, take a class.

A team is more than just people being together. It is people working together for a common purpose, goal, or task. Team members do more than just work side-by-side. While members have specific job functions, their functions are interconnected, and



they build on each other to contribute to the overall success of the team.

Individual contributions are necessary and valued, but the result of a team effort is more than just the sum of each member's accomplishments. Like the cliché states, "With a team, together everyone achieves more."

Four C's of teamwork

Turning a group of co-workers with different cultural backgrounds, experiences and work habits into a professional team takes hard work, training, and leadership. Teams can vary in several ways—including by size, task/goal and setting—but all highly-productive and successful teams are built upon these fundamental components:

Clear mission: Effective teams pull together toward a common goal. A clearly stated mission is crucial for a team's success. Team members need to know and understand their purpose. At Securitas our mission is direct and clear: To help protect homes, workplaces, and communities by providing the security they need to safeguard their people, protect their assets and maintain their ability to generate profits.

Common values: Members of successful teams have a strong sense of belonging to the team itself. They share a common set of values—and recognize how enacting those values helps them to both perform their own job functions better and achieve the team's mission. Securitas team members share the company's core values: integrity, vigilance and helpfulness.

Commitment: Successful teams are made up of members who believe the team mission is important and are committed to accomplishing it. Team members are also committed to each other. They trust and respect one another and act in each other's best interests. And team members are committed to doing their own jobs well.

Communication: In successful teams, information is shared effectively and frequently among members. Team members respectfully listen to one another, communicate openly and honestly, and provide each other valuable feedback. In addition, team members communicate clearly and consistently with people outside the team about team activities.

• How to be a good team member (continued)

- Pitch in and help when it is appropriate to do so
- Be committed to making each other and the team look good
- Maintain the confidentiality of information you learn about colleagues or your customers

