

FT PUBLISHING

When Teams Work



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How to **develop** and **lead**
a **high-performing team**

Teams are everywhere. At work, we are part of many different teams: the department team, the sales team, the planning team, the project team. At play, we join the football team, the netball team, the swimming team, the bridge team or the dance team. Socially we support teams, watch teams and are served by teams in restaurants, hotels, shops and at events. But how much do we know about them? What makes a successful team and why do teams fail?

Developing high-performance teams and effective teamwork is a perennial issue for team leaders and team members alike. *When Teams Work* is your practical guide to achieve better teamwork and performance.

'Full of practical and useful tips and ideas for anyone who works in, with or leads a team'

Siobhan McManamy, Director of Markets, Tourism Ireland

'A book which gives a great insight and understanding of what genuine teamwork looks like and needs. This is a book to which you will consistently return'

Sir Ian McGeechan OBE, former Scottish International and British and Irish Lion; coach of several Premiership teams, coach of Scotland and head coach of the British and Irish Lions

Praise for *When Teams Work*

‘A comprehensive and richly resourced guide on what it takes to build a great team and how to do it. Backed by hard academic research, and brightly illuminated with memorable quotes from elite sports coaches to Michelin star chefs.’

***Doris Sew Hoy, accredited executive coach and
author of *Trust Yourself First: Cultivating Healthy
Relationships****

‘*When Teams Work* is a fantastic guide to every aspect of teamwork, including highly pertinent and important topics such as virtual team working and how to be truly inclusive. From addressing the bedrocks of building trust and ensuring psychological security, this book also illustrates how to resolve conflicts and increase performance. Whether you are leading, managing, building, coaching or training a team, this guide has everything covered. Highly recommended!’

***Guy Mansfield, Vice-President Finance,
Gas Trading, Total Energies***

‘Full of practical and useful tips and ideas for anyone who works in, with or leads a team. Definitely one to add to your bookshelf.’

***Siobhan McManamy, Director of Markets,
Tourism Ireland***

‘If you work in or lead a team, then this is a book you’ll want to read. It’s packed with tools, techniques and loads of examples. Practical, interesting and wide-ranging.’

***Dr Samantha Davies, General Practitioner and
Clinical Director, Sarum North PCN***

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