

Build into the Role

Supporting Workbook



Building healthier teams

**“Now I’m on the other side,
on the end of that phone and I’ve realised
how difficult it is.”**

– Tony Sinton, Building Team Leader

Getting the most out of this workbook

- Print out this workbook to aid in your reflections
- Take a few minutes to watch the episode
- Review the actions to take throughout the workbook
- Reflect on the key phrases that stand out to you
- Think about how you can apply that to your team



Watch the Episode Again

“I’ve been one of the team I’ve moved on from for the last 8 years. We could **always find a complaint about our Team Leader. I used to think, there’s nothing to it, why can’t they phone these people up and get things organised.”**

About this quote

Tony now manages the team he was part of for quite a while. He’s seeing that things which frustrate the team are not as easy to resolve as they might have seemed.

Key actions to take / reflect on

- Flip this on it’s head. Think about things that might frustrate your team. How well do you communicate about those things? Do you engage or do you ignore and hope they’ll go away?
- Engage your team in the potential solutions. Ask for ideas and see where that takes you
- We’re all human. It’s OK to ask for help

“We’ve all got certain standards that we work to and I’ve always thought mine were quite high. Now I’m having to say to certain guys, that’s **not good enough, it needs to be done again.”**

About this quote

Tony is an expert in his trade, but a new manager. He’s realised that his team’s performance is now his performance. Their work reflects on him and not all standards are the same. He’s having to manage performance.

Key actions to take / reflect on

- Performance Matters - take a look at the nudge:
 - <https://buildinghealthier.co.uk/nudges/18-performance-matters/>
- Think about the issues that you know you have but haven’t tackled yet and make a plan to do so
- Talk the issues through with your manager and discuss options for resolution

“I’m hoping that they’re still, in a way looking at me as a really good carpenter and joiner. I hope that in time they’ll come to **respect me as a good manager as well.”**

About this quote

Tony wants to do well for his team. He knows the trade but he hopes above all that his team will talk about him as a good manager and not a bad one. He’s open, honest, authentic and how Tony shows up every day will make a huge difference to his team.

Key actions to take / reflect on

- Think about how you show up every day at work
- Watch this episode on Building healthier Teams:
[🔗 https://buildinghealthier.co.uk/episode/showing-up/](https://buildinghealthier.co.uk/episode/showing-up/)
- Download the supporting book of nudges:
[🔗 https://buildinghealthier.co.uk/wp-content/uploads/2021/03/Building-Healthier-Teams-Showing-Up.pdf](https://buildinghealthier.co.uk/wp-content/uploads/2021/03/Building-Healthier-Teams-Showing-Up.pdf)
- How do you Show Up?

“If you’ve got an inexperienced manager coming into a role, a lot more pre-support would be good. You definitely need the support of other supervisors.”

About this quote

Tony found invaluable support from other people at his level in his first few days in his new role. That type of support, or lack of it, can mean the difference between sinking or swimming.

Key actions to take / reflect on

- Go out of your way to support new managers when they join your team
- Find out on a regular basis who is joining your level in your division and reach out to them with an offer of help if they need it
- Grabbing a coffee and sharing experiences can make a huge difference
- Use this nudge:

<https://buildinghealthier.co.uk/nudges/06-share-the-load/>

**“I hope I’m going to be one of the
good managers for those guys.”**

– Tony Sinton, Building Team Leader



