

Everyone Wins with Teamwork

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

Effective and professional teams in the workplace are vital to a company's success. But, they don't just happen. 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 vs. 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 end result of a team effort is something 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 a number of 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.

Securitas Teams

There are literally hundreds of successful teams at Securitas USA branch offices and at client sites. Their success is founded on the four C's, solid training and a dedication to providing excellent customer service by team members and team leaders.

How to be a Good Team Member

For Your Co-Workers

- Be on time and ready to work shift changes and breaks
- Look out for each other by being observant and alert
- Share information team members might need—before they read your written reports
- Pitch in and help when it is appropriate to do so
- Be committed to making each other and the team look good

For Our Clients

- Follow your post orders
- Show vigilance in protecting employees, visitors and property
- Project an image of helpfulness and professionalism that reflects well on them
- Keep confidential any information you learn about their business and what's happening at their site

For Securitas USA Management

- Be a superior employee
- Provide excellent client service
- Follow the Security Officer Handbook
- Communicate concerns and helpful information

For All

- Embrace the Securitas mission and enact the core values of integrity, vigilance and helpfulness

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