

TEAMPLAY



How do you recharge your team during times of uncertainty?

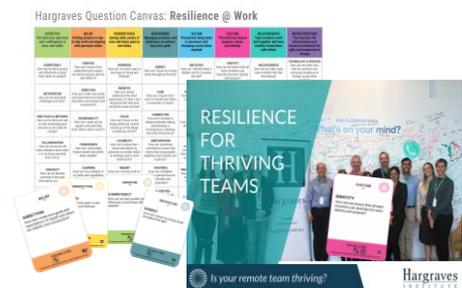
About this TeamPlay

In times of uncertainty, leaders need to show compassion, not empathy. Nurture an environment of trust and psychological safety, provide reassurance to team members, help individuals focus on what they can control, and pay attention to each individual's needs.

This TeamPlay includes questions extracted from the Resilience @ Work toolkit, handpicked to help individuals articulate their challenges and boost resilience, together with a process to help leaders and teams agree **what matters most**.

THE RECHARGE CARDS

- A1** Competency
- A3** New Tools & Methods
- A5** Curiosity
- B2** Direction
- B4** Forgiveness
- B5** Learning
- C1** Openness
- D1** Energy
- D4** Participation
- D5** Routines
- E1** Networks
- F1** Identity
- F5** Agility
- F6** Innovation
- G4** New Relationships
- H5** Networks



Developed in collaboration with experts, the Recharge Cards come from our Resilience @ Work Toolkit.

Download your free Toolkit including digital cards @ <https://hargraves.in/resilience>.

“Show your employees that you understand what they have been through. And remember, empathy alone is not enough. People need compassion. Empathy is saying, “I know you’ve had a tough year.” Compassion is saying, “I know you’ve had a tough year—and here’s how we’re going to help.” Give people the space to get their heads back in the game. [Fast Company](#)

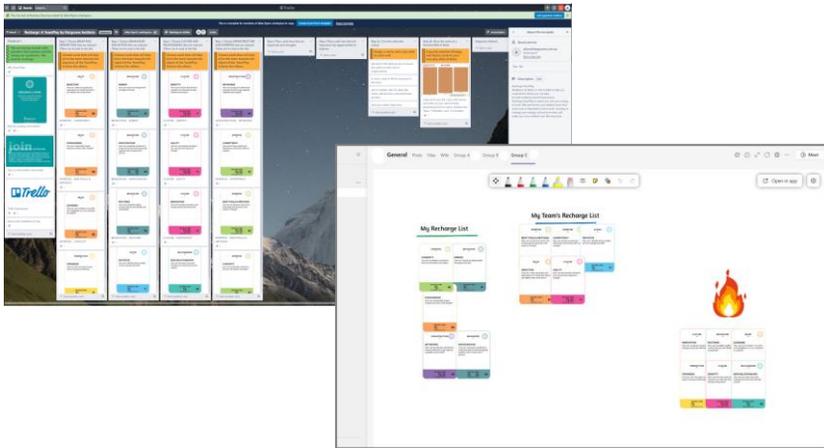
HOW TO 'TEAMPLAY'

Instructions for Teams

Understand the issues, discover what matters most and agree priorities.

Each TeamPlay includes a specific selection of cards extracted from one or more Hargraves Card Decks. Each team member should have their own set, either printed, or on a digital whiteboard.

1. Individually, read each card and select the 3 most relevant to **you** right now.
2. Working in pairs, discuss your selected cards and agree on the 3 or 4 most relevant to **the team** right now.
3. Then, as a whole team, discuss the selected cards and agree on 4 cards **the team** can work on. Prioritise according to:
 - We can do this **now**.
 - We can do this over the **longer term**.
 - We can do this **with support** from the organisation.



Tip: you can print the cards, download digital cards to upload to your virtual whiteboard, or download one of our free Trello templates.

All Hargraves TeamPlays are based on these principles:

- ✓ **Our world** is uncertain, changing fast with best practices emerging and yet to be proven.
- ✓ **Our teams** are all different and there's no size fits all. Success comes from balancing strengths and opportunities.
- ✓ **Our questions** come from conversations with leaders and experts. Each question highlights a challenge – focus on the question that is important to you right now.

For the latest DIY Tools and TeamPlays, [join our free online community](#)

EXPERTISE



COMPETENCY

How can we learn quickly and effectively to build team skills as needed?

RESILIENCE @ WORK



A1

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EXPERTISE



NEW TOOLS & METHODS

How can we discover and try new technology and practices to be ready for change?

RESILIENCE @ WORK



A3

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EXPERTISE



CURIOSITY

How can we develop curiosity to find new information and ideas?

RESILIENCE @ WORK



A5

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BELIEF



DIRECTION

How can I ensure the goals and expectations of myself and others are realistic and constructive?

RESILIENCE @ WORK



B2

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BELIEF



FORGIVENESS

How can I reasonably forgive myself and others when needed?

RESILIENCE @ WORK



B4

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BELIEF



LEARNING

How can I be confident in my skills and capabilities so I can fully contribute as needed?

RESILIENCE @ WORK



B5

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PERSPECTIVES



OPENNESS

How can I be more open to new ways of doing and thinking?

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C1

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BEHAVIOURS



ENERGY

How can I boost my energy levels throughout the day?

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D1

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- 1 Print the cards.
- 2 Copy our free [Trello template](#).
- 3 Download the full set of digital cards for your online whiteboard.

Free to download at hargraves.in/resilience

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BEHAVIOURS



PARTICIPATION

How can I positively contribute to activities, rituals and events that bring people together, both virtually and in person?

RESILIENCE @ WORK



D4

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BEHAVIOURS



ROUTINES

How can I establish healthy routines that are both flexible and sustainable?

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D5

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ACTION



INITIATIVE

How can I identify what is doable, and do it quickly and well?

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E1

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CULTURE



IDENTITY

How can we ensure that all team members can describe our team identity and purpose?

RESILIENCE @ WORK



F1

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CULTURE



AGILITY

How can we evaluate and adjust how we work and respond to change?

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F5

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CULTURE



INNOVATION

How can we adopt innovation and change quickly and effectively?

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F6

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RELATIONSHIPS



NEW RELATIONSHIPS

How can we ensure new team members are welcomed and feel valued?

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G4

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INFRASTRUCTURE



NETWORKS

How can we plug into internal and external networks to get capacity, capability and insights?

RESILIENCE @ WORK



H5

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**TEAMPLAY
NEXT STEPS**



It's critical to develop action plans for the session. We suggest:

1. List the group's questions in priority order.
2. Ask participants to nominate which question they want to work on.
3. For each question, agree:
 - Who's responsible for leading action?
 - What are the next steps and milestones?
4. Organise a follow-up session for each of the priority questions.



Join our free online community for insights, DIY tools and special offers



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