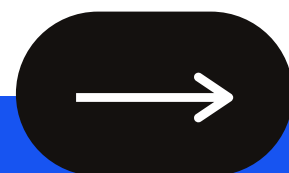
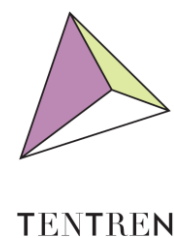


How to Build an Effective and Successful Team

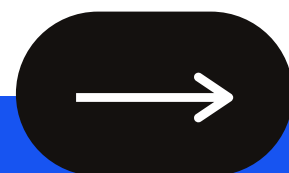
Webinar 19 Nov 2021





How to Build an Effective and Successful Team

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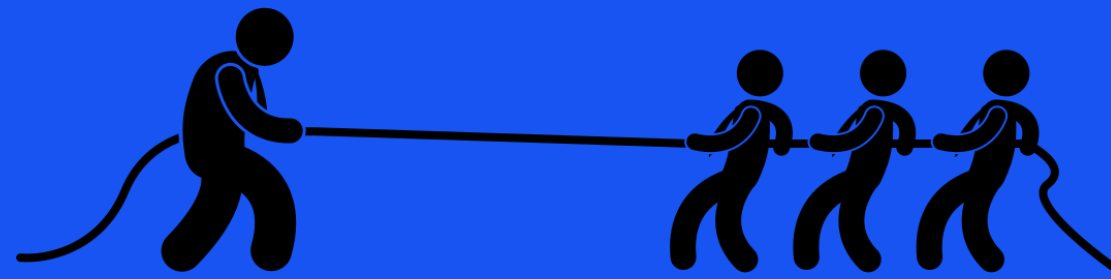
Helen TANG

Retail Education Director
L'Oréal Travel Retail Asia Pacific

My journey...

Decide to start with people before business

- Area Sales Director
- Assistant General Manager
- Head of Sales & Training
- Asia Pacific Retail Manager
- Hong Kong Training Manager





AGENDA

Part 1

JOURNEY OF A LEADER

Part 2

TEAM VS WORK GROUP

Part 3

DEFINE YOUR DEFINITION OF SUCCESS

Part 4

MOBILIZE WITH COMMON VALUE



**“Leadership is not about being in charge.
Leadership is about taking care of those in
your charge.”**

Simon Sinek

32%

Gen Z

31.5%

Millennials



MEET OUR TEAM MEMBER



GENERATION Z IN THE WORKPLACE

If you think you had a tough time managing millennials, there's a new generation in town and they're set to turn the business world on its head.



WORKPLACE ATTITUDE:

They demand workplace equality, desire career growth over higher salaries and value meaningful connections with co-workers, and with management, more so than millennials.



ENTREPRENEURIAL

55% more likely to start a business than millennials.



DIGITAL COMMUNICATOR:

Gen Z may tend to value digital communication more so than they do face-to-face communication.



GENERATION Z:

A generation born between 1996 and 2010. Also known as second-wave millennials and the iGeneration.



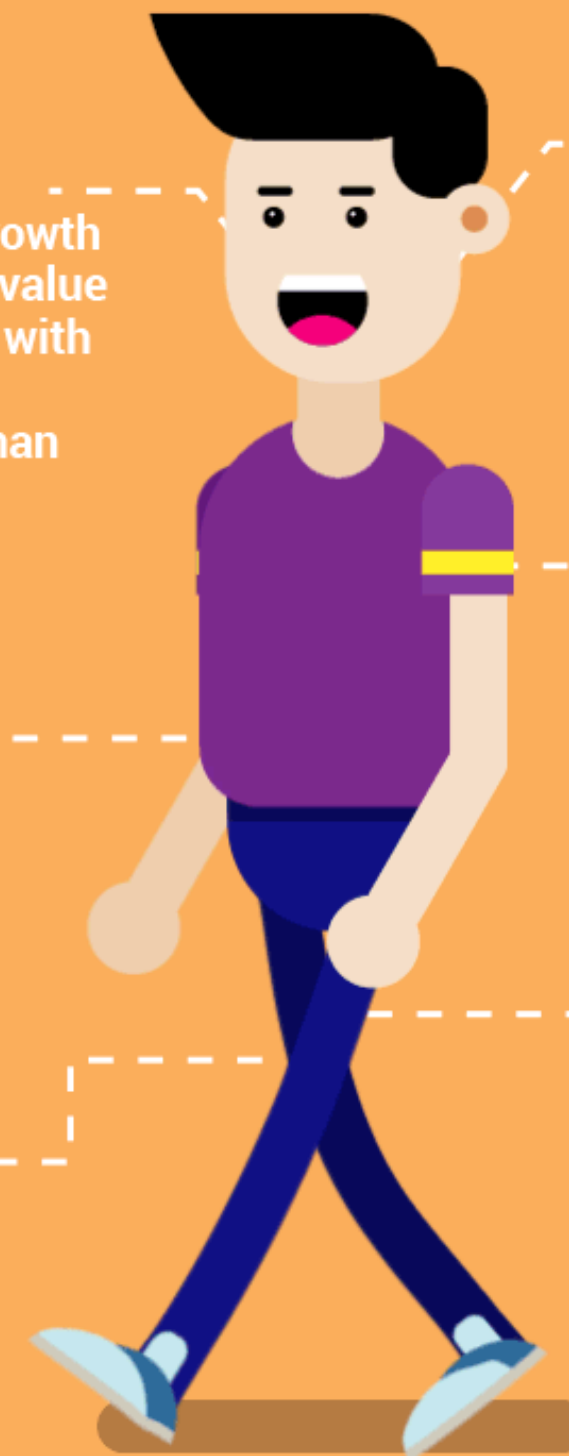
TECH SAVVY:


They are tech savvy but not necessarily life savvy. They've grown up in an environment where their view of the world has been influenced by their digital lives.



RISK-AVERSE:

Having grown up in more uncertain times, Gen Z are understood to be more risk-averse and anxious about the future.



A man and a woman are shown in profile, facing each other. Both are wearing black blindfolds. They are holding hands, with the man's hand on the left and the woman's hand on the right. The background is dark and out of focus. The overall mood is one of trust and vulnerability.

How do we create **TEAMS** from **STRANGERS?**

FORMULA WITH INGREDIENTS TO BUILD AN EFFICIENT & SUCCESSFUL TEAM

1

GOALS & VALUES

2

RULES

3

SETTING THE
COURSE

4

ROLES &
RESPONSIBILITIES

5

EXPECTATIONS

6

BUILDING TRUST

7

QUICK WINS

8

COMMUNICATION
&
ACKNOWLEDGEMENT

9

ENGAGEMENT
STRATEGY

10

CONTINUOUS
EVOLUTION

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**CONTINUOUS
EVOLUTION**



VISION

WHAT DO YOU WANT TO ACHIEVE?

AMBITION &KPIs

WHAT IS YOUR MEASURE OF SUCCESS?

PROGRAM / PRODUCT / INITIATIVE

PROGRAM / PRODUCT / INITIATIVE

HOW

--	--	--	--

ENABLERS

WHO / WHAT SUPPORT YOU NEED

WHAT PROCESS WILL HELP YOU ACHIEVE YOUR GOAL

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**CONTINUOUS
EVOLUTION**

The art of story telling...



CUSTOMIZE

A good story begins
with the AUDIENCE



PURPOSE

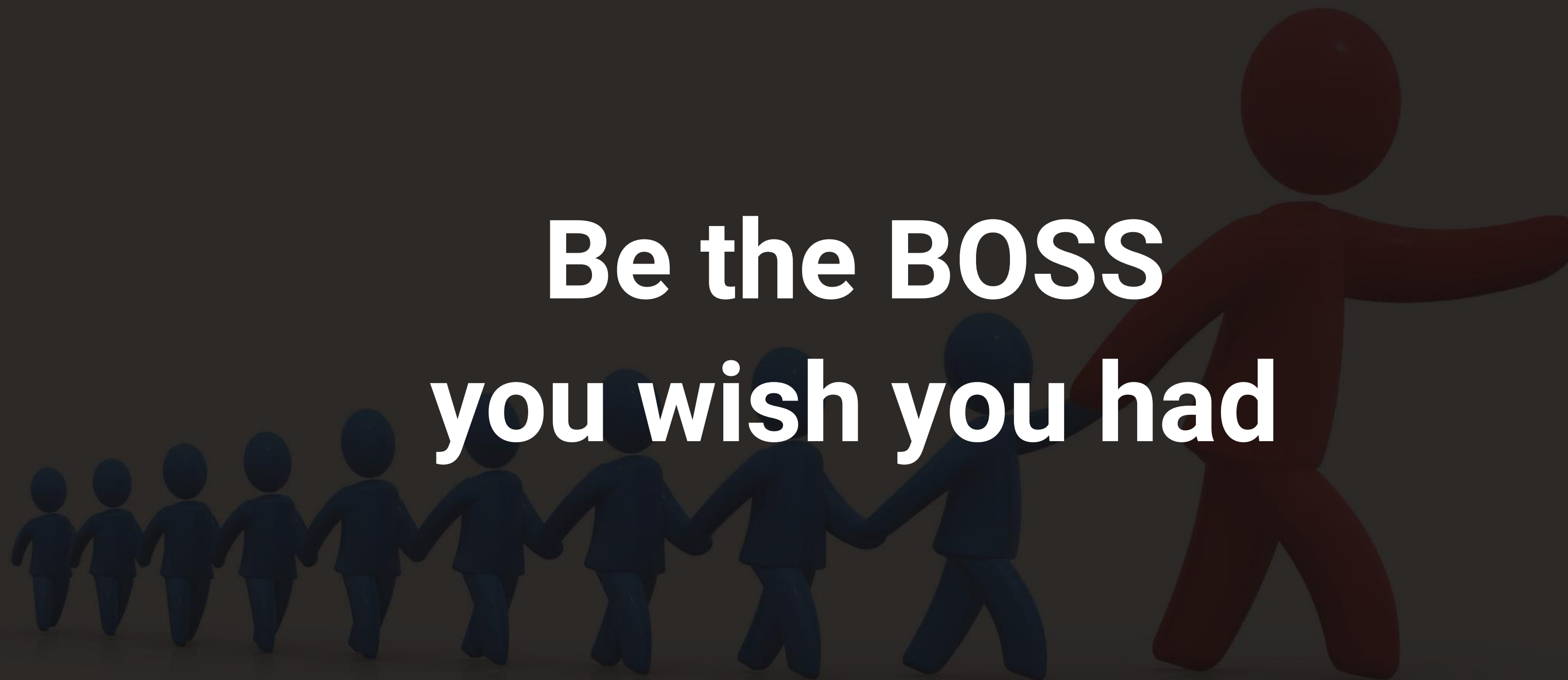
Always begin with the
END in mind



CONVINCE

Convince YOURSELF
before convincing
others

**Be the BOSS
you wish you had**



Thank you!





Support & Advocate Coaching by
Liking & *Following* Us!

