

TENTREN



# How to Build an Effective and Successful Team

Webinar 19 Nov 2021





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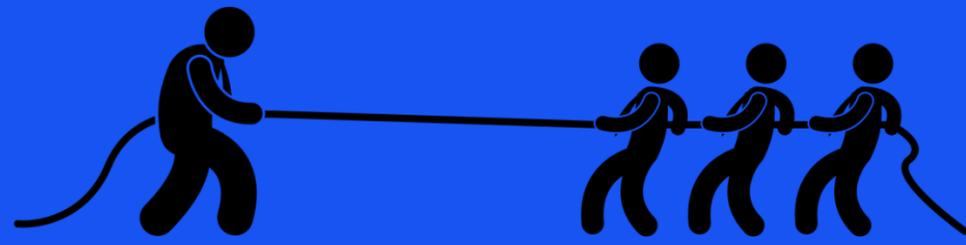
**Helen TANG**

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

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## Part 2

TEAM VS WORK GROUP

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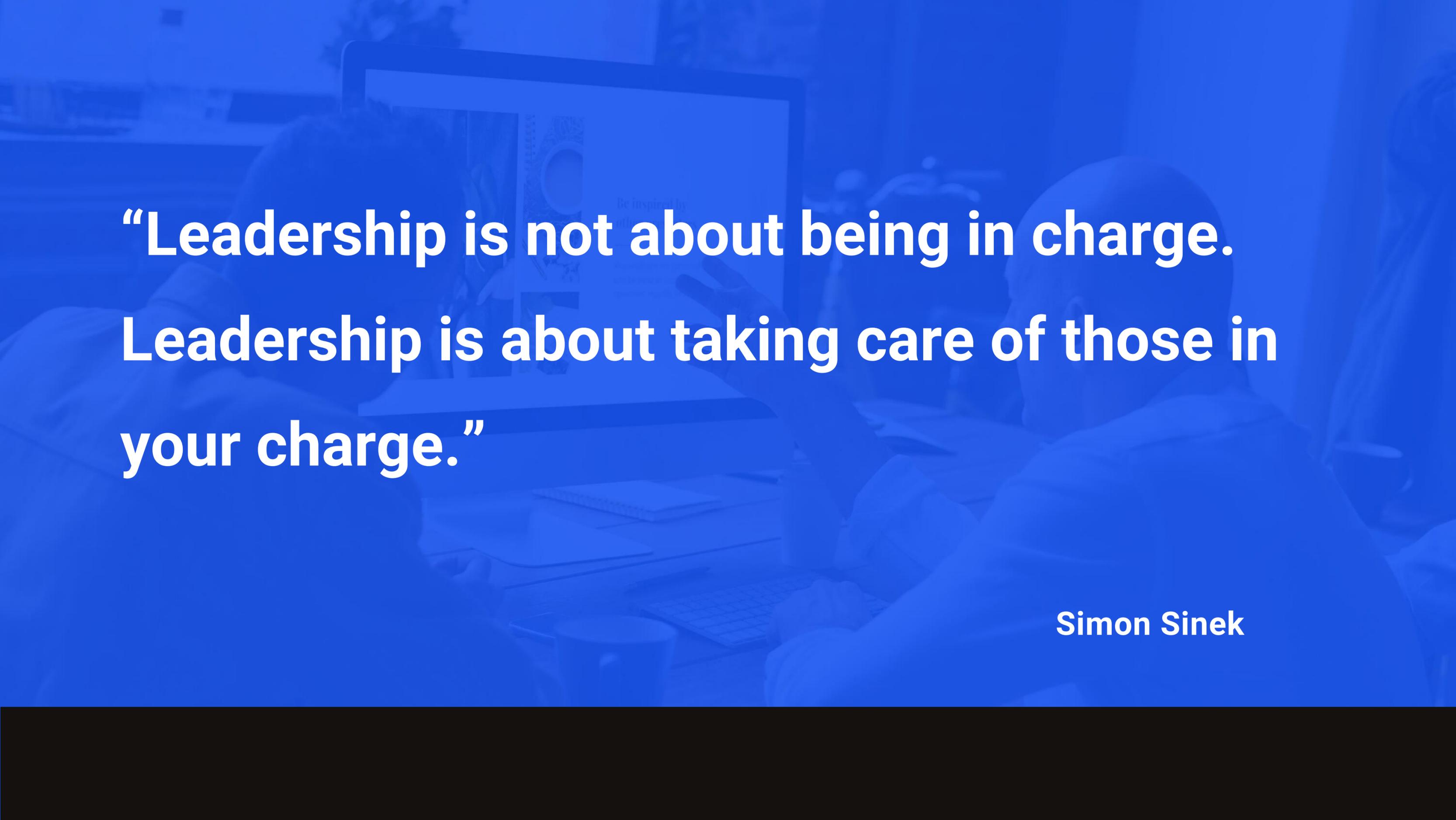
## Part 3

DEFINE YOUR DEFINITION OF SUCCESS

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## 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 dark, low-key photograph of a man and a woman standing and shaking hands. Both individuals are wearing black blindfolds over their eyes. The man is on the left, wearing a plaid shirt, and the woman is on the right, wearing a dark top. The background is dark and indistinct. The overall mood is one of trust and collaboration.

**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  
&  
ACKOWLEGEMENT

9

ENGAGEMENT  
STRAEGY

10

CONTINUOUS  
EVOLUTION

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WHAT DO YOU WANT TO ACHIEVE?

WHAT IS YOUR MEASURE OF SUCCESS?

PROGRAM / PRODUCT / INITIATIVE

PROGRAM / PRODUCT / INITIATIVE

VISION

AMBITION & KPIs

HOW

ENABLERS

WHO / WHAT SUPPORT YOU NEED

WHAT PROCESS WILL HELP YOU ACHIEVE YOUR GOAL

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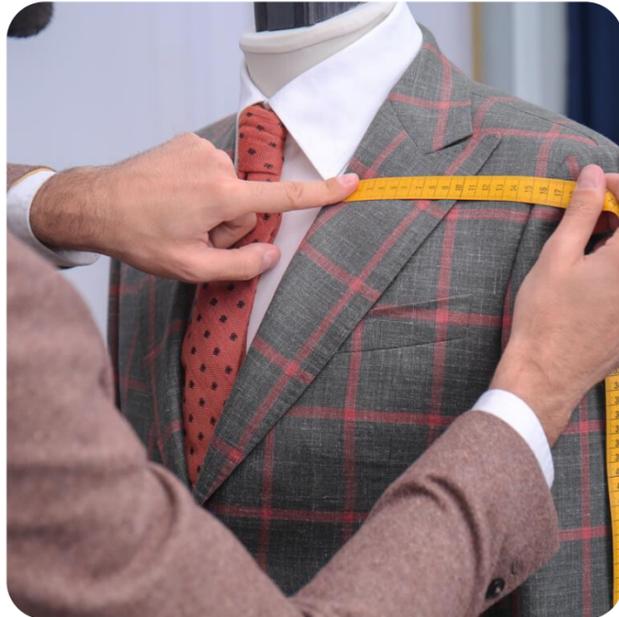
9

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CONTINUOUS  
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# The art of story telling...



## **CUSTOMIZE**

A good story begins  
with the AUDIENCE



## **PURPOSE**

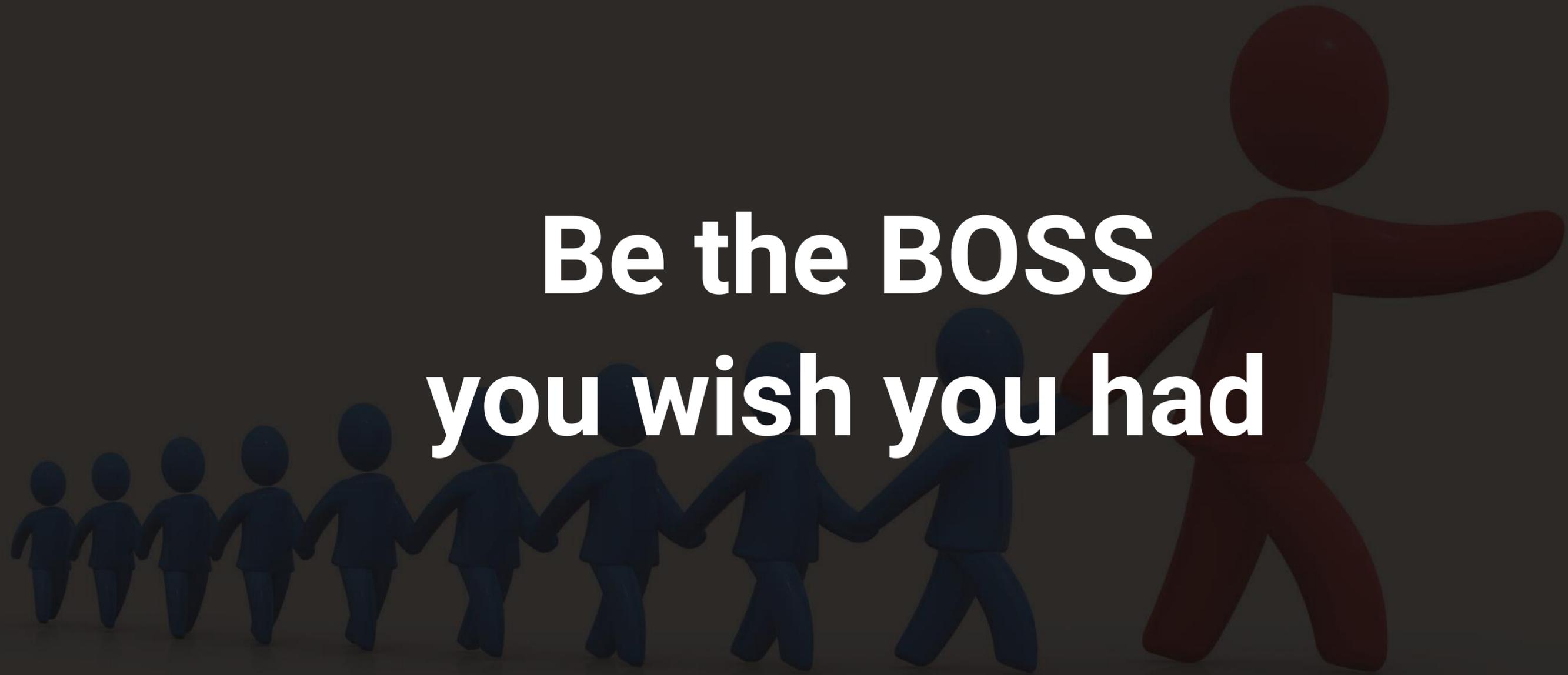
Always begin with the  
END in mind



## **CONVINCE**

Convince YOURSELF  
before convincing  
others

**Be the BOSS  
you wish you had**





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

