



Gail's Top 5 Teamwork Tips

These are some suggestions I learned over the years that have helped me be a better team player. I hope you find them valuable.

Gail McGovern



1. Ask yourself: How can I help my colleagues?

In an organization the size and scale of the American Red Cross, effective collaboration is so important to the delivery of our mission. Try to wake up every day and ask yourself what you can do to help your colleagues today. By doing so, you can gain valuable new perspectives and help our organization achieve its collective goals. And, your colleagues will in turn figure out ways to help you too.



2. Listen generously, not judgmentally.

In conversations with a colleague, keep an open mind to new ideas or new suggestions on how to tackle problems. Assume your colleague is well-intentioned and has the Red Cross mission at heart. By listening this way, you can learn more and you'll probably feel better about the discussion.



3. Challenge ideas, don't attack people.

If you disagree with a suggestion from a colleague, push back in an open, positive and constructive way. Avoid personal insults or attacks that could discourage your teammates from further sharing new ideas or suggestions.



4. Treat Red Crossers like clients, customers or blood donors.

Interact with your colleagues using the same caring and compassionate manner that you would use with a shelter resident, a blood donor, a training course taker, or hospital customer. By treating each other with kindness, we can help ensure all Red Crossers know they are valued and appreciated.



5. Remember that volunteers are donors—they give the gift of time.

Volunteers are the engine driving our mission. In order to honor their gift we must ensure volunteers have a fulfilling experience by treating them with respect and gratitude.



**American
Red Cross**