

The Connected Team: Building Morale and Support TIPS Sheet for Academic Detailing Teams

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A) Consider the landscape of those who are on your team.

- The obvious – internal members:
 - o academic detailers, administrators, content developers
- The less-obvious – external members:
 - o key players among your stakeholders
 - o target audience champions
- **Tips:** *1) Look for ways to build your team network and get everyone involved at some level
2) Envision your team as one everyone wants to play for, then build that team*

B) Build support for your team.

- Get to know each other
- Value each member for the important role that they play
- Enjoy the journey and celebrate success
- Be proactive with feedback
- **Tips:** *1) Ditch the hierarchy of importance and ego
2) Know the team’s vision, embrace it and pass it on*

C) Be a great teammate.

- Be honest, positive and supportive
- Look for ways to encourage and help your teammates
- Deliver both good and bad news, and address conflict carefully but deliberately
- **Tips:** *1) Seek first to understand, then to be understood
2) Lead by example – be positive, constructive, and help set the tone for the team*

D) A few highlights from our survey on teams in academic detailing

Desirable characteristic of an academic detailing team:

- 1) Collaborative and supportive
- 2) Communicate well
- 3) Conscientious and trustworthy

E) Strengthening Connections

NaRCAD Resources (Blog)	Other Resources
Teamwork Makes the Dream Work: The Makings of a Strong Detailing Team Leveraging Relationships: New Mexico’s Approach to Team Building, Networking, & Gaining Access Understanding the Needs of Detailers: A Program Manager’s Approach to Supporting a Detailing Team	6 Ways Successful Teams are Built to Last 6 Steps to a Strong Team 20 Tips For Building Successful Virtual Teams in 2021 To Improve Your Team, First Work on Yourself The Psychology of Teamwork: The 7 Habits of Highly Effective Teams Everything You Need to Know About Building a Strong Employee Morale How to Boost Morale Among Your Employees “Dinizens of the Core” in Malone, Michael S. (2009). <i>The future arrived yesterday</i>. New York : Crown Business. (Chapter 7 of Book)