Process - Transitional Team

**SUMMARY KEYWORDS**

team, skills, company, manager, standards, expectations, transitional, approach, important, customer service

**SPEAKERS**

Paul Adams

**Paul Adams** 00:06

Hi, this is Paul Adams. Carey, I spoke earlier on one segment of video about the importance of teams in this whole transitional process. There are different ways we can look at the process. One way that I want to talk about right now is, if you're in a company that has been that another company has taken over ownership, how do you fit into that if you're a team member of the company that used to be owned by someone else? Well, let's use a sports analogy. It's no different than if you were a player on a sports team, and a new manager came in. Now you're still going to have the skills, your head, you have the knowledge, you have all the things that are required to be on a team. But the new manager may have a different way of expecting things from you. So, it's really important during the transitional period, that you consider the fact that, you know, maybe things are going to be done differently than they were before. Probably with skills, they're not going to be a lot different, but maybe in the marketing approach and the approach you use with customer service and the things that you do inside the store, they may be different, and how well you're able to adapt to those and learn those skills is going to be really important. Now management has a responsibility, though. They have to clarify upfront what the new standards are, what the new expectations are, what the goals are, and you have to work together. So again, it's kind of like that team that plays baseball or football or hockey or any other sport. There has to be complete understanding between the people who play the game, and those individuals who are responsible to make sure the game is played appropriately. So those are some thoughts at this point concerning one aspect of team building.