



## Spotting a Team in SOS mode

For many years business consultants of all types have been tasked with identifying and rectifying the challenges business find themselves facing when team performance drops. Often discovering that businesses had allowed situations to resolve themselves rather than address them before they become a negative influence on the team involved, the public sector has not been immune from this effect. This approach, it appears stems from 1 of 2 sources, the first and hardest to accept is a reluctance or resistance by insecure management to engage with teams in a positive manner. The second and easiest to rectify is a result of management not noticing the team sending out a SOS.

So, what is a team SOS? When a team or members of a team start to react to situations that they are facing in a way that contradicts the nature and spirit of the team goals, within the larger caring environment are working in a way that their 'System's On Survival' This often presents itself in the first instance as a low level pushing of the communication process or personality clashes. It can result in the full breakdown and disregard of working for the person in need.

In many cases the team effected by this type of situation are unable to resolve it without external intervention but what this type of situation does in the long term if unresolved, is make that team toxic and in turn, the damage to the effective delivery of service to those in need and colleagues alike is immeasurable.

In the last 30 years, we have seen the development of the SOS mode in various operations and at differing levels of affect. Two things stand out in all those memories, the teams that had the lowest levels of knowledge, confidence and communication were the teams that displayed the worst examples of the SOS mode and the individuals in the situation had all stopped enjoying their work (the passion had gone). To the outsider looking in, this show's a broken, uncaring group of people simply going through the motions to protect the system. To those in the system, it becomes a tick box process to ensure that the system has done what it needs to do and any failure is not "their Fault".

In the current climate of "Trial by public opinion", it is vital that Social Care leaders and those that hold the purse strings, are mindful of the fact that "One Size fits all", does NOT work in Social Care. Safeguards must be in place and held firm, but the growth and development of an individual requires ever moving boundaries and Intelligent Flexibility, Professional Empowerment and Effective Communication are no more important than Smooth Team working and the person in need should always be the centre of that team.

If your team is in SOS mode, we can help. Rampage Professional is the only coaching based support that is specifically designed to enhance and develop social care professionals. Contact [www.thehiveinfife.com](http://www.thehiveinfife.com) for more details.