



# NEIGHBORHOOD WATCH

## TEAMWORK

### Community Training

### Instructor's Book



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## **COURSE OVERVIEW – TEAMWORK**

**Summary:** Over the past thirty years, Neighborhood Watch has enhanced public safety by creating community-based partnerships to fight crime and improve the quality of neighborhood life. In a continuing effort to promote professionalism in law enforcement and to build positive police/community relations, the National Sheriffs' Association, in cooperation with the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice, is producing and distributing Neighborhood Watch Toolkits to law enforcement agencies across the nation.

This training is designed to build the capacity of law enforcement officers assigned to work with Neighborhood Watch groups by providing specific instruction on each of the sixteen courses presented in the Neighborhood Watch Toolkit.

This course will increase participants' skill levels by teaching them the proper utilization of the tools and the most effective methods of maximizing the course's value for themselves and their communities.

**Time Allocated:** 1 hour

**Method of Instruction:** This presentation will utilize adult learning methodologies including standard lecture, facilitated discussion and participant-based activities. Interactive discussion is encouraged, and activities are an integral component of this course. The training is displayed by PowerPoint presentation found on the Neighborhood Watch Toolkit Community CD. Tools and Handouts can be found on the CD or in the Appendix of this Handbook.

**Instructional Resources Required:**

Facility: sufficient seating and tables for all participants

Equipment: Presentation, Computer, LCD Projector, Screen

Materials: Instructor and Participant Books; flip chart for instructor and for each table or small group; blank paper and writing utensils for each participant; ball of yarn

**Terminal Learning Objectives:** Participants will learn the process of teamwork, the benefits of the teamwork process, and characteristics of effective teams, and learn the skills needed to be an effective team player.

## PARTNERS

This training is brought to you by the National Sheriffs' Association in cooperation with a grant provided by the Bureau of Justice Assistance, Office of Justice Programs, U. S. Department of Justice.

The NW Toolkit was designed and produced by the Community Safety Institute.

Before we begin the course, let's take a few moments to introduce ourselves to one another. My name is \_\_\_\_\_.

### Instructor's Note:

All participants should introduce themselves by providing their name, agency and level of expertise with Neighborhood Watch. Please limit each introduction to no more than two minutes. Throughout the course during interactive discussions and activities, we will learn more about the participants and their work with Neighborhood Watch groups and volunteers within their communities.

## TEAMWORK

The topic for today's training is **Teamwork**. We will take a look at teamwork, the importance of a team, and specifically the Neighborhood Watch team.

I hope that you will find the information helpful to you with your NW group.

## COURSE OBJECTIVES

The objectives for this training are as follows:

- To provide information and training about the team-building process; and
- To teach skills needed to be an effective team player.

It is our hope that you will be able to use the information you gain today in your Neighborhood Watch program, and in any other team effort in which you may be involved.

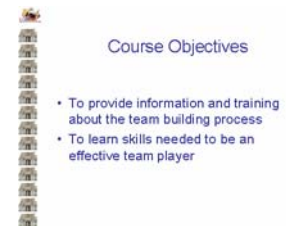
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## MAJOR TOPICS

Today we will be looking at two major areas within the topic of teamwork. They are a basic introduction to teamwork, and the Neighborhood Watch Team Process.

The basic introduction to teamwork focuses on the concept of teamwork and keys to effective teamwork. The Neighborhood Watch Team Process focuses on responsibility of team members, benefits of involvement, and characteristics of effective teams.

We hope the information will be helpful to you and the other members of your Neighborhood Watch group.

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## ACTIVITY: TEAMBUILDING

I want to begin this presentation with an activity. Let's divide into two groups. Each group will need to form a circle with shoulders touching. Toss this ball of yarn back and forth to each other, each one holding a section, until everyone has hold of the yarn.

Let's look at the design the yarn toss has made. Doesn't it look like a net? How does this net relate to our team?

Let's have two or three people drop their hold on the "net." What happens? Do you think the net or team will still be as strong?

It is important for us to think about how everyone is important to the team. When we exclude any participants, or if they don't participate, then the team becomes weaker.

## TEAMWORK

Let's review the definition of "teamwork."

Teamwork can be defined as "work done by a number of associates, usually each doing a clearly-defined portion, but all supporting the efficiency of the whole."

There are three major components of this definition. The first is ***work done by a group***. The team completes a project or task.

The second component is *each doing a clearly-defined portion*. This focuses on the fact that each member of the group has a clearly-defined task or job. The task is assigned.

The final component is *all supporting the efficiency of the whole*. The last piece outlines the most important role of the members: supporting the other members of the team.

## IMPORTANCE OF TEAMWORK

Teamwork is important. Teamwork provides:

- Manpower for completing tasks
- An opportunity to support and encourage others
- An environment that promotes creativity

## EVOLUTION OF A TEAM

All teams evolve through a similar process. The process includes four stages:

- The Calm
- The Storm
- Getting Organized
- Bonding

We're going to take a closer look at each stage. Think about the team you belong to, and ask yourself what stage you see the team in. What was the experience like for you?

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Teamwork:

*Work done by a number of associates, usually each doing a clearly defined portion, but all supporting the efficiency of the whole*

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Importance of Teamwork

Teamwork provides:

- Manpower for completing task
- Opportunity to support and encourage others
- Environment which promotes creativity



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Evolution of a Team

Four Stages:

- The Calm
- The Storm
- Getting Organized
- Bonding



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**Stage 1: The Calm**

- Polite
- Impersonal
- Watchful
- Guarded



## THE CALM

We often joke about the phrase “the calm before the storm.” The phrase could be used in describing the first stage of team evolution. During the first stage, members often display certain behaviors. They are:

- polite
- impersonal
- watchful
- guarded

The members are on guard and watchful of the behaviors of others. It is a time of caution where members are beginning to learn more about each other, their personalities, and their agendas.

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**Stage 2: The Storm**

- Controlling Conflicts
- Confronting People
- Difficulties
- Feeling Stuck



## THE STORM

The next phase is the Storm. While in some cases it might be as mild as a light rain, in others it might be a hurricane! During the Storm phase, members often display the following behaviors:

- controlling conflicts
- confronting people
- difficulties
- feeling stuck

Depending upon how the members and the leader resolve conflicts, this time can be either a time of growth or destruction. Members are continuing to learn more about each other and are beginning to let their walls down a bit. It is a time of struggle over issues and goals.

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**Stage 3: Getting Organized**

- Developing Skills
- Establishing Procedures
- Giving Feedback
- Confronting Issues



## GETTING ORGANIZED

The third phase is a time of new growth. During this phase, members often begin displaying the following behaviors:

- developing skills
- establishing procedures
- giving feedback
- confronting issues

Members begin to develop parameters for the group. They are developing such skills as organization, conflict resolution, and communication.

## BONDING

During the last phase, Bonding, tremendous growth is achieved for both the team and for its members personally. During this phase, members often display the following traits:

- openness and supportiveness
- effectiveness

## ACTIVITY: DISCUSSION

Ask your group members questions to gauge where you are in terms of group dynamics. Is there consensus? Are you stuck at one stage unable to proceed? If so, what actions can you take to enable movement to the “performing” stage?

## KEYS TO EFFECTIVE TEAMWORK

Let's now review some of the keys to effective teamwork:

### Each member is important and fills a niche

Everyone has a place of value. When members are in the right place, then the entire group benefits. It is important to know each member's skills and place them in a role that will maximize those skills.

### As needs become greater, the greater is the need for teamwork

The type of challenge you face will ultimately determine the type of team you need to be. If the challenge is substantial, you will need a team that is bonded.

- Keep the big picture in the forefront.

Each member of the team always needs to keep the big picture foremost, ahead of his or her own personal goals and agendas.

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**Stage 4: Bonding**

- Resourcefulness
- Flexibility
- Openness and Supportiveness
- Effectiveness

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**Activity - Discussion**

- Where are you now as a team?
- Are you getting stuck in one stage?
- What actions can you take to facilitate movement to the performing stage?

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**Keys to Effective Teamwork**

- Each member is important and fills a niche
- As needs become greater, the greater the need for teamwork
- Keep the big picture in the forefront

### Slide #15



#### Keys to Effective Teamwork

- In order to make an impact, members must work together to make things happen
- Bad attitudes can ruin your program
- Communication is vital
- Members must be able to count on each other when things get tough

### Slide #16



#### The Neighborhood Watch Team



### Slide #17



#### Importance of Assigning Roles

- Outlines clearly defined tasks and responsibilities
- Establishes authority and boundaries

## KEYS TO EFFECTIVE TEAMWORK

Let's continue looking at additional keys. They include:

- in order to make an impact, members must work together to make things happen

In order to reach the goal, you must be able to put aside your own goal or personal agenda for the good of the group.

- bad attitudes can ruin your program

Personal egos or negativity can have a big impact on the team.

These attitudes can tear away at the foundation of the team, and can also be a distraction from the goal of the group.

- communication is vital

Communication is vital to the effectiveness of your team. If your members are communicating on a regular basis, then there is greater clarity, consistency and support.

## THE NEIGHBORHOOD WATCH TEAM

We have spent time talking about effective teamwork. Let's now focus our attention specifically on the Neighborhood Watch team. We're going to review the roles in this team, look at team activities, and discuss strategies for helping your group grow.

## IMPORTANCE OF ASSIGNING ROLES

Assigning roles within a group is important. Why is that?

Let's take a closer look. The assignment of roles:

- outlines clearly-defined tasks and responsibilities; and establishes authority and boundaries.

When everyone understands his or her role, there is less confusion, and teamwork efforts are enhanced.

## THE NEIGHBORHOOD WATCH TEAM

The Neighborhood Watch Team consists of four components:

- Law Enforcement Liaison
- Area Watch Coordinator
- Block Captain
- Watch Member

All of these positions are important to the success of the program.

Let's take a closer look at each position, and the responsibilities assigned to it.

## RESPONSIBILITIES OF THE LAW ENFORCEMENT LIAISON

The Law Enforcement Liaison is the link between law enforcement and citizens. The liaison provides the following services to citizens:

- Offers training and information on topics of interest or concern to members
- Provides guidance, support and motivation to Neighborhood Watch groups
- Provides technical assistance

## RESPONSIBILITIES OF THE NEIGHBORHOOD WATCH AREA COORDINATOR

The Area Coordinator is a citizen volunteer position. The Coordinator responsibilities include:

- Serve as liaison between members, law enforcement, civic groups and block captain
  - Arrange neighborhood crime prevention training
- Obtain and distribute crime prevention materials
- Involve others in specific crime prevention projects

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**Responsibilities of Neighborhood Watch Block Captain**

- Serves as spokesperson for the group
- Organizes meetings and maintains list of participants
- Designates work assignments and distributes materials
- Acts as liaison between group members and law enforcement



**RESPONSIBILITIES OF BLOCK CAPTAIN**

The Block Captain is also a citizen volunteer position. He or she:

- Serves as spokesperson for the group
- Organizes meetings
- Maintains a list of participants
- Arranges training programs
- Designates work assignments
- Distributes materials
- Acts as liaison between group members and law enforcement

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**Responsibilities of Watch Members**

- To attend meetings
- To report suspicious or criminal activity
- To help recruit new members
- To practice safety measures at home and in community
- To support Captain and other leaders in their roles



**RESPONSIBILITIES OF WATCH MEMBERS**

The last position we will look at is the watch member. Watch members are responsible for the following:

- Attend meetings
  - Report suspicious or criminal activity
- Help recruit new members
- Practice safety measures at home and in community
  - Support captain and other leaders in their roles

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**Neighborhood Watch Activities**

Activities that build teamwork:

- Keep an eye on neighbor's home while away on vacation
- Communicate with neighbors
- Practice safety and security measures at home
- Maintain a lived-in appearance at your home
- Keep eyes open for suspicious individuals
- Provide support to neighbors who may also be victims of crime

**NEIGHBORHOOD WATCH ACTIVITIES**

There are several Neighborhood Watch program activities that promote teambuilding. Some of the activities include:

- Keep an eye on neighbors home while away for vacation
  - Communicate with neighbors
- Practice safety and security measures at home
  - Maintain a lived-in appearance at your home
- Keep eyes open for suspicious individuals
  - Provide support to neighbors who may be victims of crime

## EFFECTIVE TEAMWORK = GROWTH

We have talked about the evolution of a team, keys to effective teamwork, and the Neighborhood Watch team. Let's now look at growth.

Here are some strategies for helping your team grow and increase its effectiveness:

- Keep an eye on your neighbor's home while he is away on vacation
- Communicate with your neighbors
- Practice safety and security measures at home
- Maintain a lived-in appearance at your home
- Keep your eyes open for suspicious individuals
- Provide support to neighbors who may be victims of crime

## CHARACTERISTICS OF EFFECTIVE WATCH GROUPS

As we work towards building a strong team, let's look at the characteristics of effective watch groups:

- Informal, comfortable atmosphere
  - Discussion involves everyone and stays on task
  - There can be disagreement
  - Consensus is predominant when making decisions
  - Feedback is frequent and comfortable
  - Assignments are clear and accepted

As we review these characteristics, let's remember the final stage of team evolution: bonding. There appear to be similarities between effective groups and bonded teams.

## BENEFITS OF TEAMWORK

There are so many benefits associated with teamwork. Aside from making an impact within your community, let's look at some of the other benefits:

- Deeper friendships with neighbors
  - Shared responsibility for neighborhood
  - Increased support and safety
  - Improved communication – and, of course, we hope that the most important benefit is
  - Prevention of crime!

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### Effective Teamwork = Growth

- How Neighborhood Watch Groups Grow:**
- Members work together to identify and meet goals
  - Members communicate on a regular basis
  - Members evaluate goals and activities and prioritize concerns and problems
  - Members spend time together, building sense of trust
  - Members look outside their neighborhood and mobilize with others

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### Characteristics of Effective Watch Groups

- Informal, comfortable atmosphere
- Discussion involves everyone and stays on task
- There can be disagreement
- Consensus is predominant when making decisions
- Feedback is frequent and comfortable
- Assignments are clear and accepted

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### Benefits of Neighborhood Watch Teamwork

- Why should I be a member of the team?
- Deeper friendships with neighbors
  - Shared responsibility for neighborhood
  - Increased support and safety
  - Improved communication and, ideally,
  - Prevention of crime



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*Thank you!*



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Register Today



[www.USAonwatch.org](http://www.USAonwatch.org)

Think about other teams of which you have been a part. What were some of the benefits experienced?

**THANK YOU!**

As we bring this session to a close, I would like to ask if you have any questions.

Thank you for your time. I hope the information has been helpful to you and your group.

**REGISTER TODAY!**

To take advantage of online services such as Neighborhood Watch manuals, articles on current events, and other resources, register your Neighborhood Watch group at [www.USAonwatch.org](http://www.USAonwatch.org).