

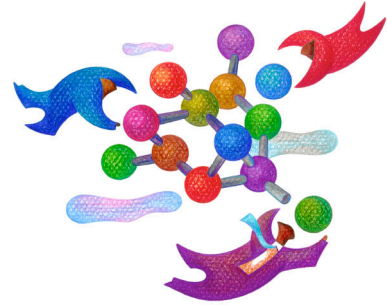
High Performing Teams

- ▶ Have a common purpose and goals, and can articulate them
- ▶ Focus on results
- ▶ Engage in open and honest communication
- ▶ Understand their level of authority
- ▶ Are fully accountable to each other
- ▶ Find ways to buy-in, even when complete agreement is impossible
- ▶ Truly view mistakes as learning opportunities
- ▶ Creatively solve problems
- ▶ Are solution-driven
- ▶ Engage respectfully in unfiltered conflict around issues
- ▶ Trust each other
- ▶ Are willing to be vulnerable with each other
- ▶ Find the balance between content and process issues
- ▶ Value interdependence
- ▶ Forego personal credit to acknowledge team success
- ▶ Make decisions and follow through with confidence
- ▶ Change direction when needed; and do it with confidence, not guilt or remorse
- ▶ Have a light-hearted side
- ▶ Reflect often on how they work as a team



FACTORS THAT CONTRIBUTE TO TEAM

“HIGH PERFORMANCE”



Motivators

- Understanding, with absolute clarity, my role on the team
- Having the materials and tools necessary to do my work for the team
- Working with team members who follow through with their commitments
- Having my ideas heard and considered
- Being part of a team that has high energy and is appropriately “playful”
- Working with team members who have confidence in their abilities
- Striving for team success and recognition
- Shared leadership

De-motivators

- Team members who insist on taking the stance of “Devil’s Advocate”
- Team members who undermine our processes or try to take control
- Never making a decision
- Team members who seek individual credit or recognition for the team’s work and accomplishments

Try these actions to increase the performance of your team

- Rotate meeting roles (facilitator, recorder, snack provider)
- Add process observations to your meetings
- Ask your team members “how would you do it?” rather than having the answer
- Have unscheduled time on the agenda for team members to engage in spontaneous discussion
- Talk less and listen more
- Don’t be afraid to fail
- Have more fun

