"Wisdom of Hindsight"
Business webinar series
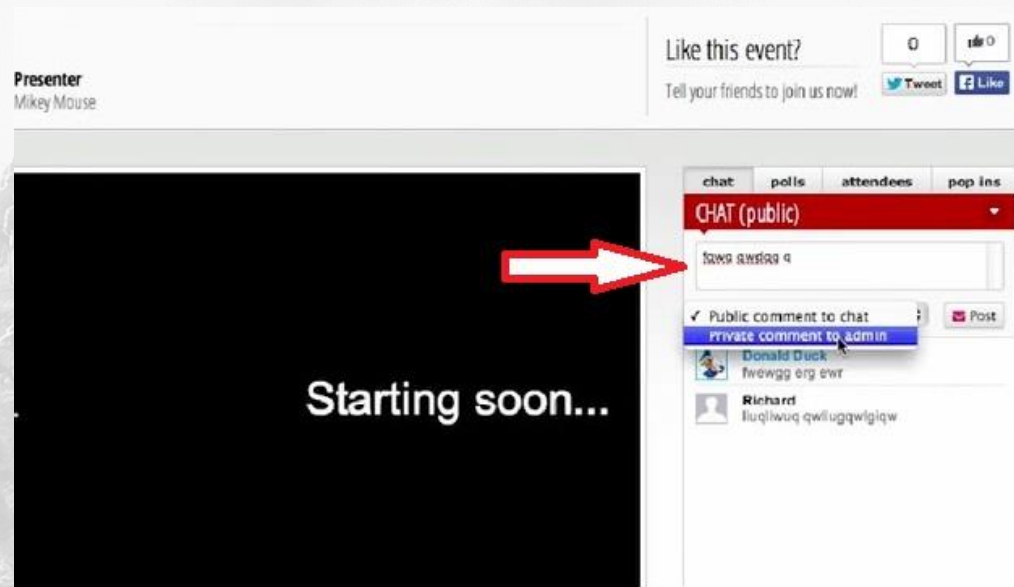
Building A High Performing Team

Presenters: Rob Chiarolli and Paul Thewlis

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Housekeeping

- To ask a question. simply click in the Chat window

- Replay available after the webinar
- Slides will be made available, so enjoy the content and simply jot down your action items

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Why are functional teams important?

- Results achieved more efficiently

- Results are achieved faster

- Continuity is maintained

- Healthy competition is good

- Team members are satisfied and furnover reduced

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Fundamentals of a Team

- Synergy

    "The whole is greater than the sum of it's parts"   Aristotle

- Harmony and positive attitude

- Clear purpose and common goal

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Psychology of a Team

- Maslow's Hierarchy of Needs:

Levels

5 "Self-Actualization"
4 Self-Esteem
3 Love, Belonging
2 Safety, Security
1 Physiology, Body

Psychology of a Team

- McClelland's Human Motivation Model

Dominant Motivator	Characteristics of This Person
Achievement	- Has a strong need to set and accomplish challenging goals. - Takes calculated risks to accomplish their goals. - Likes to receive regular feedback on their progress and achievements. - Often likes to work alone.
Affiliation	- Wants to belong to the group. - Wants to be liked, and will often go along with whatever the rest of the group wants to do. - Favours collaboration over competition. - Doesn't like high risk or uncertainty.
Power	- Wants to control and influence others. - Likes to win arguments. - Enjoys competition and winning. - Enjoys status and recognition.

…………better establish how to set goals and provide feedback, and how to motivate and reward team members

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Common Frustrations with Teams

- Many employees lack the ability to build and participate on teams effectively

- Interpersonal dynamics create lots of friction and hassles that are time consuming and challenging to overcome

- It is rare for team members to know how to set expectations and create engagement in ways that get great results while strengthening relationships

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Building an Effective Team

Effective Teams

Welcome to the Grapes to Grange framework: Effective Teams

Situations/Presenting Problems:

We are kicking off a new team and want it to run well

Our team is not performing as well as we would like

Benefits:

Develop a high-performance team

Make improvements to team efficiency and effectiveness

Have open, honest communication that strengthens relationships, improves productivity, and moves the team towards results

Framework Process

- Your Values
- Goal
- Recruiting
- Expectations & Needs
- Building Chemistry
- Setting the Course
- Early Wins
- Risks
- Communication
- Time to Acknowledge
- Clearing Up Setbacks
- Moving Things Forward
- Motivational Strategies
- Transitions Out
- Transitions In
- Lessons Learned

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Framework Process - TEAMS

Your Values	Team leaders should start with their values and team values.
Goal	The most successful teams have a clear goal up front.
Recruiting	Great teams recruit great people.
Expectations and Needs	Clear expectations are crucial for each team member to know what they can expect from each other, and make sure everyone is accountable.
Building Chemistry	Even in today's virtual world, team members do best when they get together to "break bread" and build chemistry.
Setting the Course	Teams must know the path to results.
Early Wins	Early wins build momentum and positive feelings to keep pressing on.
Risks	Too many teams don't consider what can go wrong, and get frustrated when unanticipated setbacks occur.
Communication	Open, honest communication is essential for team success.
Time to Acknowledge	Teams often don't take enough time to value and acknowledge results, success, and the contributions of participants.
Clearing Up Setbacks	When things go wrong, resentments and negativity can often derail performance. Team members need a way to clear up setbacks and move forward.
Moving Things Forward	Certain conversations move the team forward towards results. Others are places where team members can get stuck, and hinder momentum.
Motivational Strategies	Team leaders need a clear understanding of how best to motivate team members and the team as a whole.
Transitions Out	When team members transition out, procedures should be in place to capture their knowledge, thank them, and move forward as seamlessly as possible.
Transitions In	When new members transition onto the team, policies should be in place to help them ramp up smoothly.
Lessons Learned	The best teams do what is called "double loop" learning, and frequently figure out how to get better as a team.

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Team Strength Assessment Tool

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BUSINESS & EXECUTIVE COACHING

TEAM STRENGTH ASSESSMENT

Complete the following assessment as it pertains to you and your team. Add up the scores as per the scale and then review the comments based on the score achieved.

	Not At All	Rarely	Sometimes	Often	Very Often
My team is kept appraised on how well the team is progressing.					
Team members are provided with a regular performance feedback.					
Team members know the goals of the business.					
There are rarely complaints within the team, and morale is high.					
All team members understand the decisions that are made, and agree with them.					
People are encouraged to be good team members, and build good relationships.					
Team members are provided with growth and development opportunities with different tasks to stretch their skills and knowledge.					
Meetings are always well structured with set agendas, and roles and clear actions agreed.					
Team members are encouraged to commit to the team vision, and leaders help them understand how their role fits into the big picture.					
Team members have a clear understanding of what's expected of them.					
The team understands what it needs to accomplish and has the resources needed to be successful.					
Conflict and lack of communication between members is low.					
People within my team always have good work recognised					
Team members feel satisfied with the balance between their need for autonomy and the benefits of mutual interdependence.					
Working relationships across units or functions is good and well co-ordinated.					

Not At All =1	Rarely = 2	Sometimes = 3	Often = 4	Very Often = 5

Score	Comment
55-75	You are part of a strong team. Lower scores in this range show that there is room for improvement, though.
31-55	Your team's effectiveness is patchy. You're good at some things, but there's room for improvement elsewhere.
15-30	This is worrying. The good news is that you've got a great opportunity to improve your effectiveness as a team member, and the effectiveness of your team.

The Grapes to Grange "Develop a High Performing Team" framework can be applied to improve your scores.   www.grapestogrange.com.au

Popular Frameworks

STRATEGIC PLANNING	A complete Strategic Planning process
RESOLVING CONFLICTS	Process to follow in resolving any conflict
NEW EXECS – FIRST 90 DAYS	The first 3 months are crucial for any new leader
ENGAGING AND MOBILISING	Process to engage with and mobilise others
HOW TO INFLUENCE OTHERS	How to improve communication and influence others
LEADERSHIP DASHBOARD	A comprehensive leadership guide and 6 month programme

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Thank You and Questions

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Next Webinar

Website: To build yourself, or not to build yourself …?

Date: **Tuesday 14th April, 2015**

Making good choices when building your website. This is not a technology choice but rather a business discussion about what is right for your business circumstances.

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