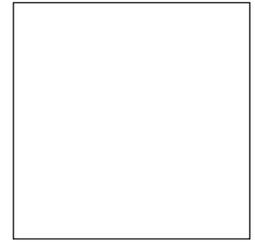
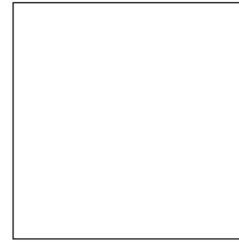
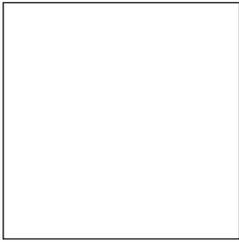


Building and Leading High Performance Teams

A one-day workshop for managers and supervisors



Building & Leading High Performance Teams

This highly interactive one-day program provides participants with a set of team building process to ensure alignment, improve team performance, and enhance team relationships. Unlike many programs that only focus on building team relationships, this approach focuses on improving execution and relationships in order to achieve business goals. Ultimately, this program is about learning how to engage a team in surfacing and solving workplace challenges, improving coordination and teamwork, resolving conflict and building supportive relationships, and utilizing the abilities and strengths of the team for improved customer service, safety and effectiveness.

This team process has been used to achieve measurable results for:

- Newly Formed or Reorganized Teams
- Functional Teams
- Project Teams
- Cross-Functional Teams
- Leadership Teams

Desired Outcomes and Objectives

During the workshop, participants will learn and practice:

- Developing a practical and behavioral Vision Statement that aligns the team and sets them up for improvement
- Identifying key habits for successful execution including information sharing, solving problems, improving safety, customer service and quality performance to name a few
- A process for measuring execution effectiveness as it relates to performance results
- Team decision making and establishing clear roles and parameters

- Meeting effectiveness for keeping the team engaged, focused, and improvement oriented
- Developing team agreements for resolving conflict, increasing trust and enhancing support
- A process for setting priorities, updating priorities and keeping people focused on those priorities
- Using a team process for implementing change with enhanced involvement and support
- A process for clarifying roles, relationships and linkages
- Increasing Individual and Shared Accountability

What Our Clients Have Said About Leading and Building Accountable Teams

"We accomplished in one day what would have taken us at least 3 months." –Health Care

"Instead of learning about each other's styles, we learned about each other's needs for success, and we are committed to each other's success in addition to our own success. This is true ownership!" –Utility

"We became a unified team by working on real issues and getting real work accomplished. It felt good to rise above our differences to our common cause as a team." –Manufacturing

"We have a clear path to success and the means to support and trust each other, and it all happened in one day. It was easy and graceful, and we have the reference point for high performance." –Retail

"So often these activities give us more work to do. Not this process. We are just doing our work differently to be more efficient, more focused and more results oriented." –Government



1-Day Agenda

Understanding the Keys for Creating a High Performance Team

- Clear Purpose, Direction and Expectations
- Active and Meaningful Engagement
- Personal and Shared Accountability
- We-Centered versus Me-Centered Attitude and Behavior
- Valuing Others on the Team

Develop a Comprehensive Picture of Future Team Success

- The Difference Between Mission and Vision
- Creating a practical and behavioral Team Vision Statement that Focuses on Customers, Teamwork and Business Results
- Testing the Vision for a Meaningful “Stretch”

Improving Team Execution Linked to High Performance Results

- Understanding Habits, the Cost of Dysfunctional Habits and Changing Habits in a Team
- Developing Success Factors of Execution (New Team Habits of Behavior)
- Establishing a Baseline Measurement for Each Success Factor
- Prioritizing the Success Factors of Execution to Establish Three Improvement Goals
- A Process for Improving Team Execution

Improving Team Function

- Setting and Reinforcing Workplace Priorities
- Monitoring and Guiding Progress on Priorities
- Creating a Safe Environment for Active Participation

- Clarifying Roles, Relationships and Linkages Between Team Members
- Leading Effective Meetings to Enhance Meaningful Engagement and Participation
- Techniques for Keeping People Engaged and Focused
- Addressing Disruptive or Negative Behaviors That Surface in a Team Meeting
- The Parameters and Processes for Making Decisions in a Team Setting

Improve Team Relationships and Shared Accountability

- Establishing Shared Accountability in a Supportive Manner
- Creating Shared Accountability Agreements for optimizing peer-to-peer accountability for surfacing and addressing challenging situations including the resolution of conflict
- Holding each other Accountable using Shared Accountability Agreements

Acknowledge Success and Shortfalls

- Measuring team performance, execution and relationships over time
- Sustaining and improving in times of change
- Integrating new team members rapidly

Materials Included

- Participant Workbook
- Pocket-sized Personal Accountability Model card
- **Creating the Accountable Organization** by Mark Samuel
- Electronic Templates of all documents needed to support team functioning