Developing High-Performance Teams

What They Are and How to Make Them Work

Create an organization in which people's hearts are in their work

Few would argue that people are an organization's most valuable asset. Do you want better quality, faster response time, higher productivity, greater sensitivity to customers, improved profitability? People make these happen.

Unfortunately, many people are motivated by compliance. Their hearts are not in their work. They get by, do the minimum required, and watch the clock. The organization reaps mediocrity.

Other people are motivated by commitment. They care about the work they do, know that they are valued by their organization and can make a significant contribution to its success. The organization reaps vitality and excellence.

Why Team?

High Performance teams are more than a group of people working together to accomplish a common task. They share a common vision and purpose that inspires their performance. They feel accountable for their work. They solve problems and make decisions and act like full partners in the business.

When you attend this program you will learn, from foremost experts in the field, how to create a team environment that results in outstanding performance.

What you will do:

• Gain an understanding of how teams differ from traditional work groups.
• Create a team charter that includes a clear statement of your team's purpose, operating guidelines, performance objectives, and an ideal team vision.
• Learn good meeting management skills, critique your meeting effectiveness and develop action plans to improve your meetings.
• Identify your team's customer requirements and how these guide team performance.
• Analyze and streamline the core work of the team.
• Clarify team member roles and responsibilities and ensure greater accountability. Set up systems for measuring your performance, setting goals and tracking progress.

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MODULE 1

Fundamentals of High Performance Teams

- The definition of a High Performance team and how it differs from a traditional work group.
- The three elements of High Performance teams.
- Four types of teams.
- The stages of team development.
- To create an image and name your team.

MODULE 2

The Team Charter

- Identify your team's key customers and stakeholders.
- Determine the performance results expected of your team.
- Decide your team's purpose.
- Identify the ideal characteristics of your team.
- Develop a set of team operating norms.

MODULE 3

Effective Meetings

- The characteristics of effective meetings.
- How efficient and effective your meetings are.
- Guidelines to improve the effectiveness of your meetings.
- How to establish and run a meeting from an agenda.
- A format for meeting minutes.
- The three leadership roles required for successful meetings.
- Discussion skills to improve the quality of team meetings.

MODULE 4

Customer focus

- Examine your attitude toward your customer.
- Assess how customer-oriented your team and organization are.
- Discuss and analyze feedback from key customers.
- Identify key customer requirements.
- Develop improvement plans to respond to customer feedback.
- Develop a system for measuring and tracking key customer requirements.

MODULE 5

Managing The Process

- Learn basic process mapping definitions and skills.
- Map the team's core process.
- Identify and analyze process variances.
- Identify and analyze key variances.
- Develop action plans to improve the team's core process.
- Develop action plans to control key variances.

MODULE 6

Team Member Roles And Responsibilities

- Learn how to be a self-sufficient and self-directing team.
- Clarify shared team responsibilities.
- Define and prioritize coordinating responsibilities.
- Assign designated roles.
- Understand the aspects of empowerment.
- Use the empowerment matrix as a developmental tool.
- Develop a maturation matrix.

MODULE 7

Setting Goals and Keeping Score

- Understand the importance of setting goals and tracking your performance.
- Learn the building blocks of scorekeeping.
- Identify your team's key results areas.
- Establish metrics in each of your key result areas.
- Assess your current performance.
- Set goals in each of your key result areas.
- Evaluate your feedback system.

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