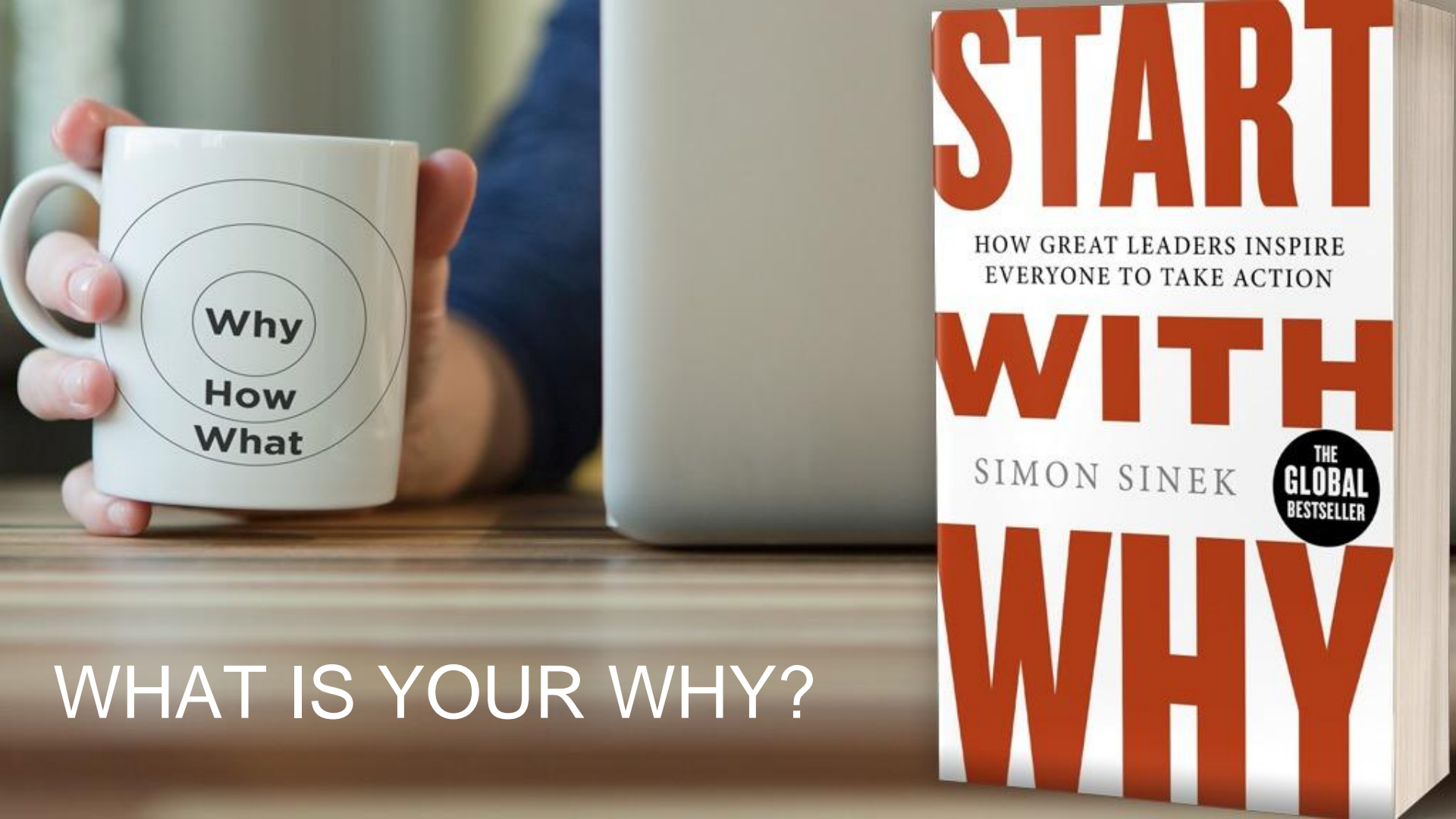


# TURBOCHARGING TEAMS FOR MAXIMUM ENGAGEMENT AND PROFITS





WHAT IS YOUR WHY?





**BUSINESS ISN'T HARD,  
WHAT'S HARD IS  
RELATIONSHIPS**

**REACTION & RESPONSE  
CREATES YOUR REALITY!**



# SOURCES OF CONFLICT

Scarcity of Resources

Conflict over Priorities

Ambiguity over Goals


Turf Guarding

Ego

Psychological Safety

Tenure



An aerial photograph of a beach with turquoise waves crashing onto the shore, creating white foam. A dark rectangular box is centered over the image, containing white text.

**HOW PEOPLE TREAT  
OTHER PEOPLE IS A  
DIRECT REFLECTION OF  
HOW THEY FEEL ABOUT  
THEMSELVES.**



There is a difference  
between a group of  
people who work  
together and a group  
of people who trust  
each other.

No matter how brilliant your mind or strategy, if you're playing a solo game, you'll always lose out to a team.





***“Trust is the glue of life. It’s the most essential ingredient in effective communication.***

***It’s the foundational principle that holds all relationships.”***

**– Stephen Covey**





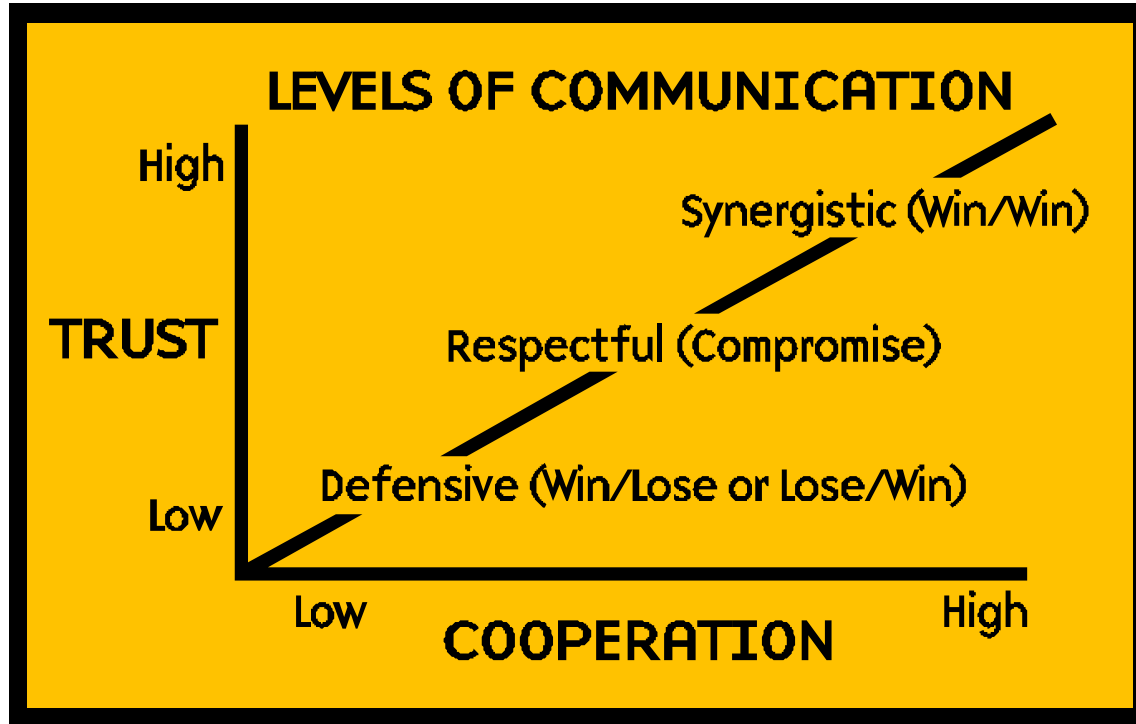
HOW DO WE BUILD TRUSTING TEAMS?



We tend to get what we expect – both from ourselves and from others. When we expect more, we tend to get more; when we expect less, we tend to get less.



# LEVELS OF TRUST AND COOPERATION



# SEVEN QUALITIES OF HPT'S HIGH PERFORMING TEAMS

Let's Examine these qualities

1. Strong Leadership
2. Clear Expectations
3. Trust and Collaboration
4. Diversity
5. Shared Vision
6. Continuous Learning
7. Open Communication



# HIGH PERFORMANCE TEAMS:

Four Key Performance Indicators

# KPI





# HIGH PERFORMING TEAMS

## The Four KPIs of Success

### High Achievement

- KPI 1. They have a common vision and clear actions
- KPI 2. There is clear accountability and performance reporting systems

### High Engagement

- KPI 3. They leverage diversity and lead by example
- KPI 4. They support each other's work/life goals



# WHAT ARE HIGH PERFORMANCE TEAMS?



# IMPLEMENTATION

A close-up photograph of a hand placing a light-colored wooden chess piece (a pawn) onto a wooden chessboard. The piece is being positioned in the center of the frame. In the background, several other similar wooden pieces are visible, slightly out of focus, arranged in a row. The lighting is soft and even, highlighting the texture of the wood and the skin of the hand.

## **STAGE 1: Establish solid foundations**

- Establish baseline ratings against the 4 KPIs.
- Develop forward strategy for High Performance Teams.

## **STAGE 2: Drive for results**

- Targeted interventions addressing the 4 KPIs.
- Intensive behavioral training, coaching, and performance score carding.

## **STAGE 3: Coach for sustainability**

- Follow-up coaching and team development sessions.
- Ongoing monitoring of strategy map and action plan with performance reporting metrics.

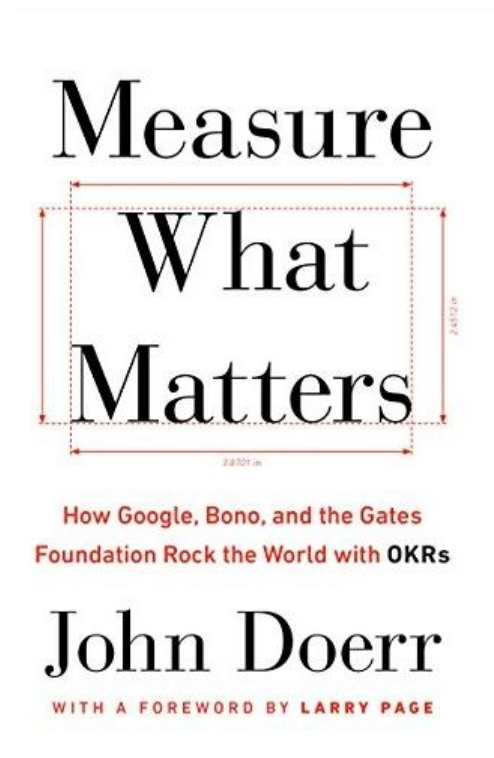


# CONTINUOUS PERFORMANCE MANAGEMENT & THE IMPORTANCE OF CULTURE

1. Focus and Commit to Priorities
2. Align and Connect for Teamwork
3. Track for Accountability
4. Stretch for Amazing



# EVALUATING TEAMS



## My Team:

	Needs <u>Improvement</u>	Meets <u>Expectations</u>	Exceeds <u>Expectations</u>
Has a strong sense of direction and purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has clear milestones to gauge achievements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Defines what innovation is needed in wider organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Defines how the organization can implement innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works flexibly in order to meet demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates a sense of camaraderie and togetherness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates frequently (daily or weekly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps commitments; does what it says it's going to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# WRITING EFFECTIVE OKRS

Well done OKRs are a motivational management tool to show teams:

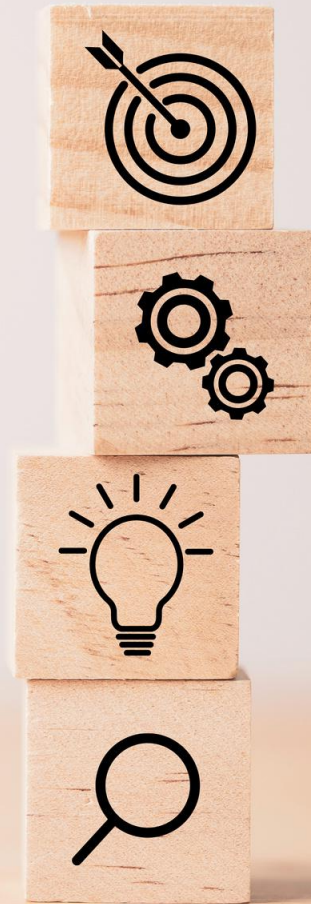
- What's important
- What to optimize
- What tradeoffs to make during their day-to-day work





# OKR OBJECTIVES ARE THE “WHAT’S”

- Express goals and intents
- Are aggressive, yet realistic
- Must be tangible, objective, and unambiguous
- Should be obvious to a rational observer to achieve
- Successful achievement must provide clear value for your company



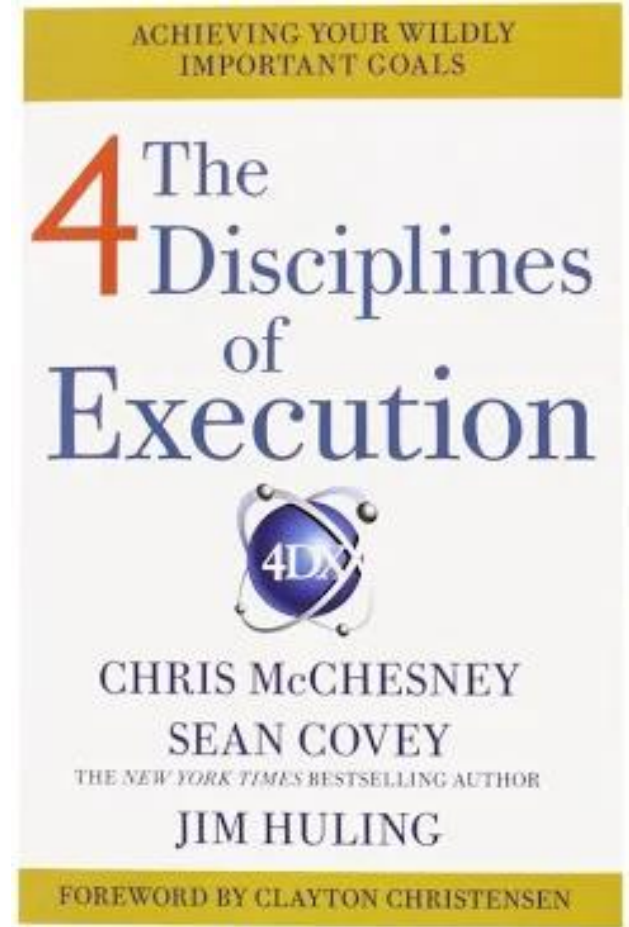
# KEY RESULTS ARE THE “HOWS”

- Express measurable milestones
- Advance objectives in a useful manner to their constituents
- Must describe outcomes, not activities
- Describe the end-user impact of activities
- Must include evidence of completion
- Evidence must be available, credible, and easily discoverable



# THE FOUR DISCIPLINES OF EXECUTION

- **Discipline 1** is focus on the wildly important goal (often shortened to WIG).
- **Discipline 2** is to act on improving lead measures.
- **Discipline 3** is to keep a compelling scoreboard visible to all team members.
- **Discipline 4** is to create a cadence of accountability through weekly meetings.







## LAG MEASURE

Measures the Goal

*“Managing a company by looking at financial data (lag measures) is the equivalent of “driving a car by looking in the rearview mirror.”*

– W. Edwards Deming

## LEAD MEASURE

Predictive

Measures something that leads to the goal

Influenceable

Something we can influence

# READING THE GAUGES

Look at your:



Income



Satisfaction



Renewals



Referrals

# KEY TAKEAWAYS

- Team Size Matters
- Effective Communication is a Game Changer
- The Right Performance Management can Drive Profit
- Long View

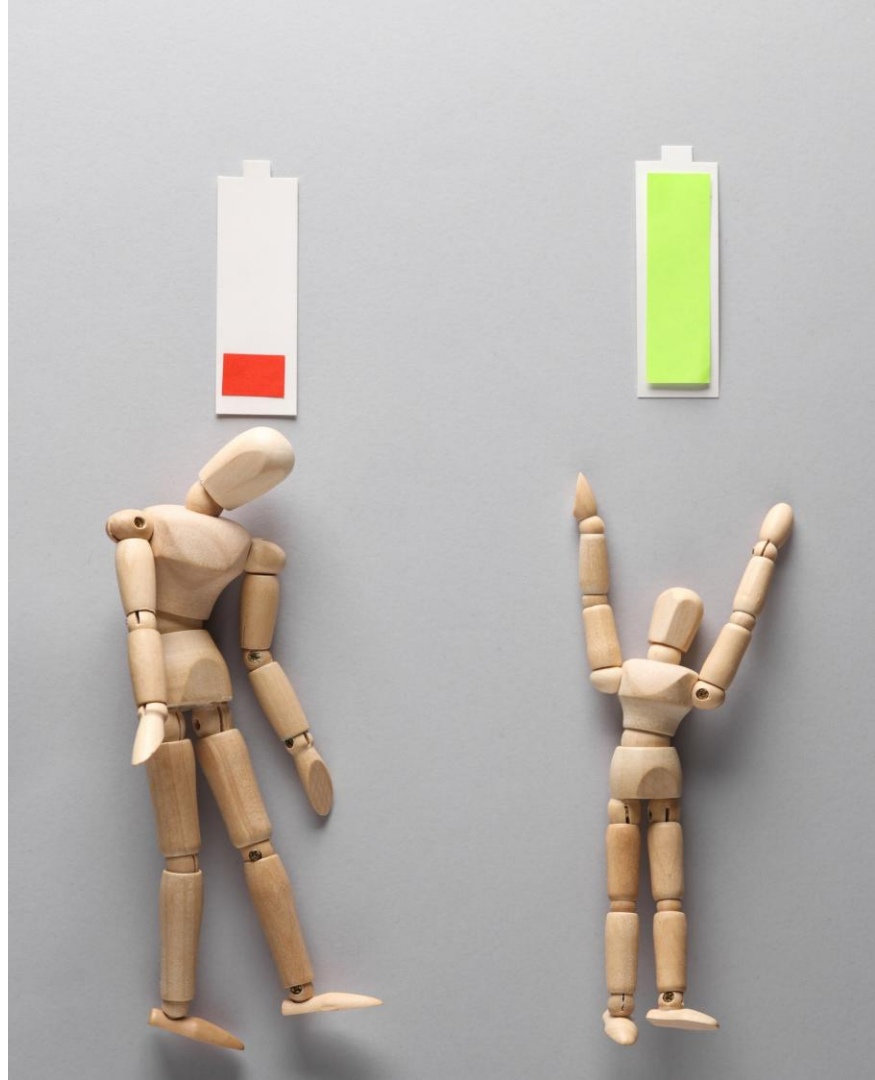




Look for the ROI  
(return on investment).

Look for the ROE  
(return on energy).

Energy is the most  
important commodity.



# ENGAGEMENT DEFINED

*“An employee putting forth extra discretionary effort, as well as the employee being loyal and remaining with the organization over the long haul.” -(Clifton)*



# 12 ELEMENTS OF ENGAGEMENT

1. "I know what is expected of me at work."
2. "I have the materials and equipment I need to do my work right."
3. "At work, I have the opportunity to do what I do best every day."
4. "In the last seven days, I have received recognition or praise for doing good work."
5. "My supervisor, or someone at work, seems to care about me as a person."
6. "There is someone at work who encourages my development."





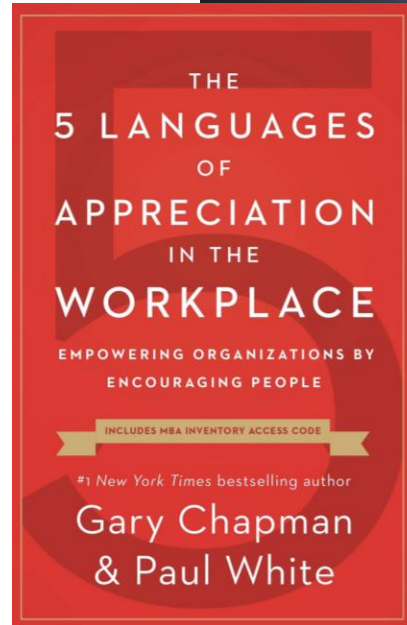
# 12 ELEMENTS OF ENGAGEMENT

7. "At work, my opinion counts."
8. "The mission or purpose of my company makes me feel my job is important."
9. "My associates or fellow employees are committed to doing quality work."
10. "I have a best friend at work."
11. "In the last six months, someone at work has talked to me about my progress."
12. "This last year, I have had opportunities at work to learn and grow."



# THE FIVE LANGUAGES OF APPRECIATION

1. Words of Affirmation
2. Quality Time
3. Acts of Service
4. Tangible Gifts
5. Physical Touch





## BOTTOM LINE:

Great teams are made when every single member knows where they're going. Great teams are not created with incentives, procedures, and perks. They are created by hiring talented people and want nothing more than to tackle a challenge and do meaningful work!



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“I’VE LEARNED THAT  
PEOPLE WILL FORGET  
WHAT YOU SAID,  
PEOPLE WILL FORGET  
WHAT YOU DID, BUT  
PEOPLE WILL NEVER  
FORGET HOW YOU  
MADE THEM FEEL.

Maya Angelou





# THANK YOU!

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