

Creating Higher Performing Teams

Purpose

This program is designed to assist leaders to create effective, collaborative, higher performing teams.

Target Audience

The program is designed to help leaders and managers who are working with new teams or teams that are not working to their potential, and who wish to align the team around objectives, improve communication, and create a team culture that walks the talk on desired values and behaviours.

Program Elements

Your team is unique, and because every team is different, the program is flexible and customised to meet your individual team's needs. However there are a number of elements that we commonly use:



Exploration meeting

We hold an initial meeting with the team leader to discuss team goals, roles and responsibilities, challenges, and desired outcomes. If appropriate, we meet one-on-one with each team member to gain their insights and perspectives, and then agree with the team leader on an agenda for a one-day workshop with their team.



Supporting instruments

We often use either the Team Diagnostic Survey, the Hogan High Performing Teams Assessment or the RAW Team Assessment to help team members reflect on current team performance and identify opportunities to improve.

We draw on several other instruments to help teams become more self-aware as individuals and as a group, such as the Hogan Leadership Series, TLC, LSI, Kantor's Structural Dynamics instruments, the HBDI and others. We work closely with the leader to identify precisely what the team needs and what will be most useful to achieve these objectives



Initial Team Workshop

Depending on the state of the team, and the needs of the leader, we may seek to cover some or all of the following:

- Team Purpose and Goals
- Strategic Plan
- Roles and Responsibilities
- Attributes of High-Performing Teams
- Opportunities for improved Team Performance
- Understanding Differences within the Team
- Desired Behaviours / Culture (develop a clear Team Charter)
- Enhancing Self-Awareness, Communication and Conflict Management Skills

Subsequent team sessions

We customise follow-up sessions to build on the work done at the initial workshop. This may involve reviewing progress, assessing how people are walking the talk on desired behaviour, further developing communication and conflict management skills, or working on challenging issues. These follow-up sessions may take place monthly, bi-monthly or quarterly depending on the team's needs.

Benefits

As a result of this program:

- ✓ There will be clarity around your team's purpose, roles and goals
- ✓ There will be a greater sense of being "one team" and the team will identify opportunities to improve the way they work together
- ✓ Your team will have a Team Charter that clearly articulates desired values and behaviours, and includes a simple survey that enables them to hold themselves accountable.
- ✓ Team members will be more self-aware of their own behaviours and the impact on others, and be more appreciative of the diversity that makes up their team.
- ✓ Team members will have improved communication and conflict management skills, and be more inclined to hold themselves, and each other, accountable.
- ✓ The team will be focused on delivering outcomes and working collaboratively.



"The team coaching with Mark played a significant role improving our Executive Team performance. We refined our team purpose and improved the way we prioritised and collaborated as a team. We gained a rich understanding of how we each worked, our differences and strengths, and improved the way we communicated. I would definitely recommend Mark as an executive team coach."

—Andy Watt, CEO Nearmap

"Mark's team coaching process facilitated a shift in our team.

People began to feel more comfortable talking honestly, discussing issues, and identifying solutions. We refined our purpose and goals and began to transition from a group to a real team. It was a great experience that I recommend to others."

— Catherine Manuel, CFO

"The team coaching with Mark was surprisingly effective. We have some crusty characters in the team, and it was astonishing to watch Mark respectfully challenge them to think differently, explore the possibilities and collaborate in a way that we that we simply hadn't been able to do before. We will definitely be doing more work with Mark in the future."

— Director, NSW Public Sector