



LEADING OTHERS SERIES

PEEPLCOACH TIP SHEET NO: 17

Building a high performing team does not happen by accident, they take time and strong leadership to develop and the commitment of all team members to be successful. All team members need to contribute to a high performing team, not only a few.

At Peepcoach we believe, there are three critical components of a high performing team:

- Trust between the team members: Can they speak freely providing honest and constructive feedback? Are they able to fail without fear? Do they celebrate each other's wins? Can they be relied upon to do what they say will do?
- Aligned goals and vision: Do they all understand and commit to the goals or objectives? They may not all agree with the solution or the vision but once the decision is made, having heard all feedback, the team must commit to the objectives, plans and actions.
- Agreed code of conduct: This relates to the team behaviours and rules of engagement. For example, meeting deadlines and communicating when they will not, setting meeting agendas and rules for attendance. Every team needs to create their unique code of conduct which they all adhere to.

BUILDING HIGH PERFORMING TEAMS ...

BUILDING TRUST AND RAPPORT

Essential Behaviours

- Be accountable – do what you say and meet your commitments
- Be consistent in your behaviour
- Be curious and listen to each other – listen to understand not to defend
- Take the time to explain your thinking and create understanding
- Be vulnerable and authentic
- Speak with honesty, radical candour
- Admit your mistakes and failures
- Be patient
- Make an effort and allocate the time to get to know each other
- Embrace and learn from failure without blame
- Celebrate and recognise success as individuals and a team

CREATING TEAM ALIGNMENT

How consistently would your team answer these questions?

- What is the purpose of this team?
- What will success look like, what are the key
- Why is this important?
- Who has defined these metrics? Why are they valid and achievable?
- What are the specific timeframes or other considerations?
- What other factors or motivations or review mechanisms need to be considered?
- In a concise sentence summarise the goal.
- What actions will you take to create team alignment? When?

CREATING A TEAM CODE OF CONDUCT

What do we all commit to as a team?

- What are our minimum standards of meeting attendance, performance, and teamwork?
- How will we treat each other? What behaviours are acceptable and not acceptable?
- What are the consequences of unacceptable behaviour?
- What would you recommend as the decision-making process? Why?
- What are some alternative decision-making processes you may consider?
- How will we, manage and mitigate non-performance as a team member?
- How will we manage conflict as a team?



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