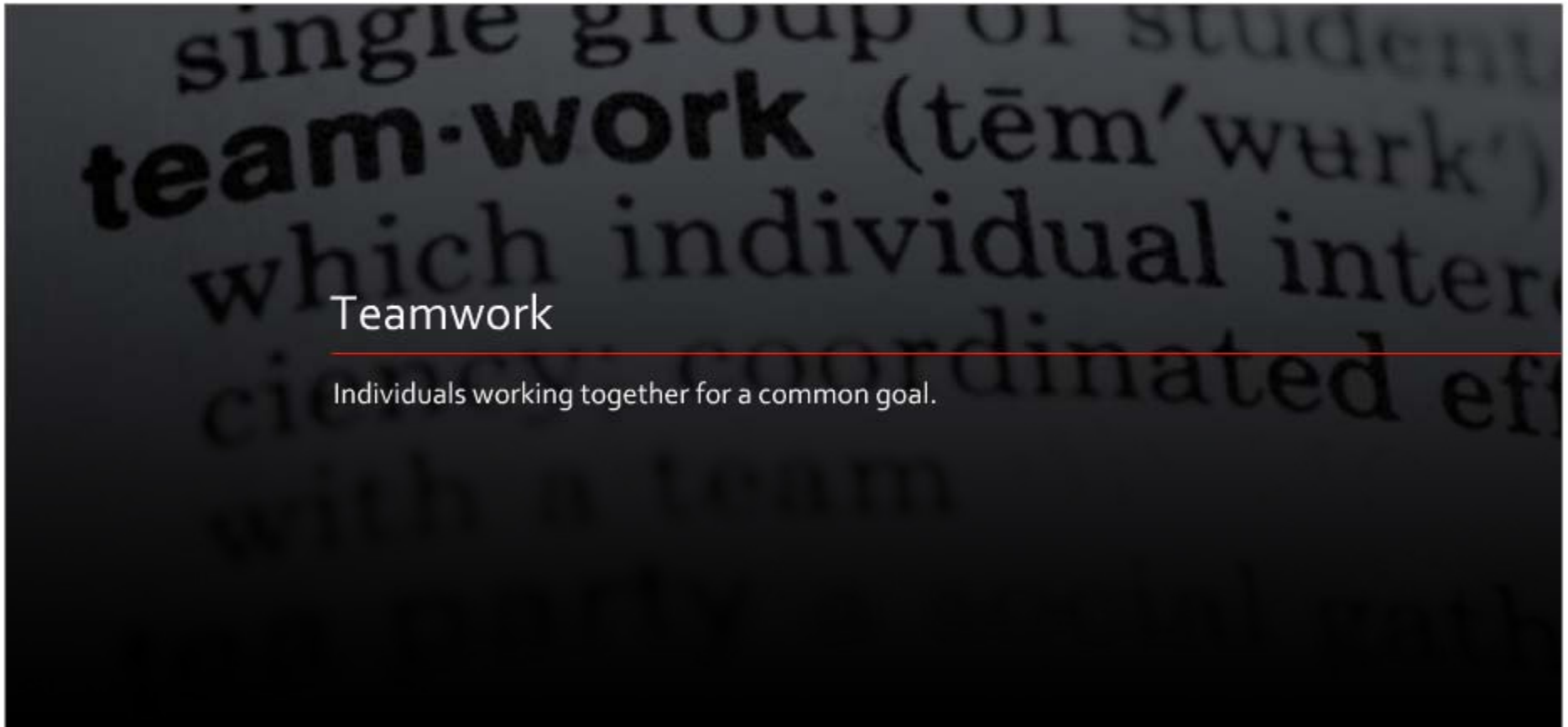


High-Performance Teams

Presenter: Bill Slaughter, PhD

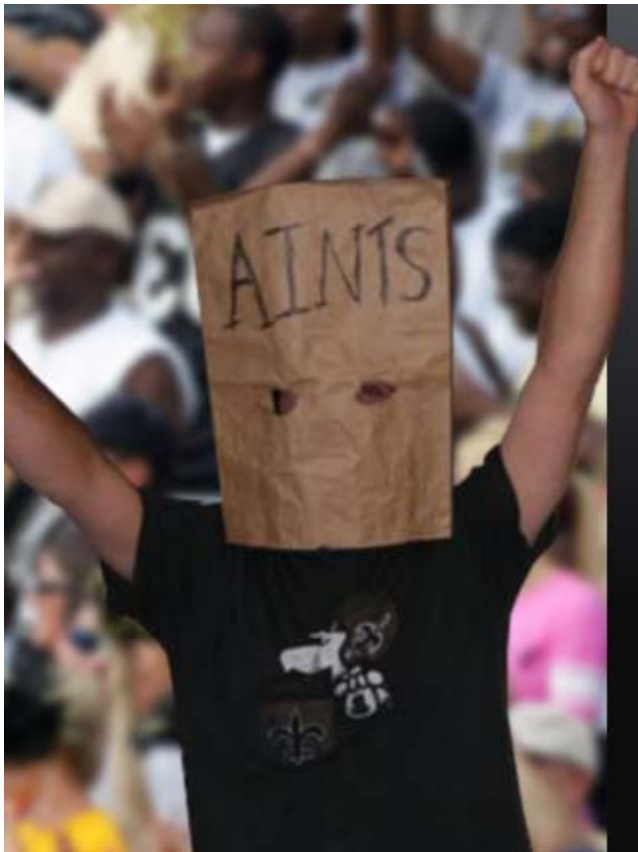
November 19, 2015

Teamwork



Effective Teams...

Easier to talk about than to bring about



New Orleans Saints

- They lost more games than they won every year for 17 years straight.

Characteristics of High-Performance Teams



Needs



Task & Maintenance Needs



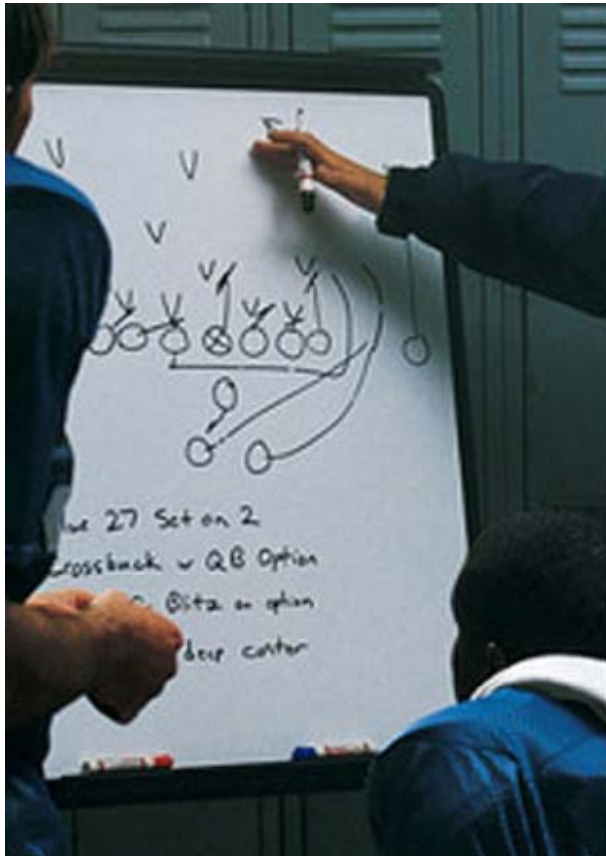
Task Needs



Particular objectives the team is working toward:

- Scoring the touchdown
- Winning that relay gold medal
- Achieving a perfect safety record
- Exceeding the sales quota
- Achieving 100% customer satisfaction

Maintenance Needs



The process or processes –
the way we go about trying to accomplish
the task.



Maintenance Needs



Think about a football game at halftime:

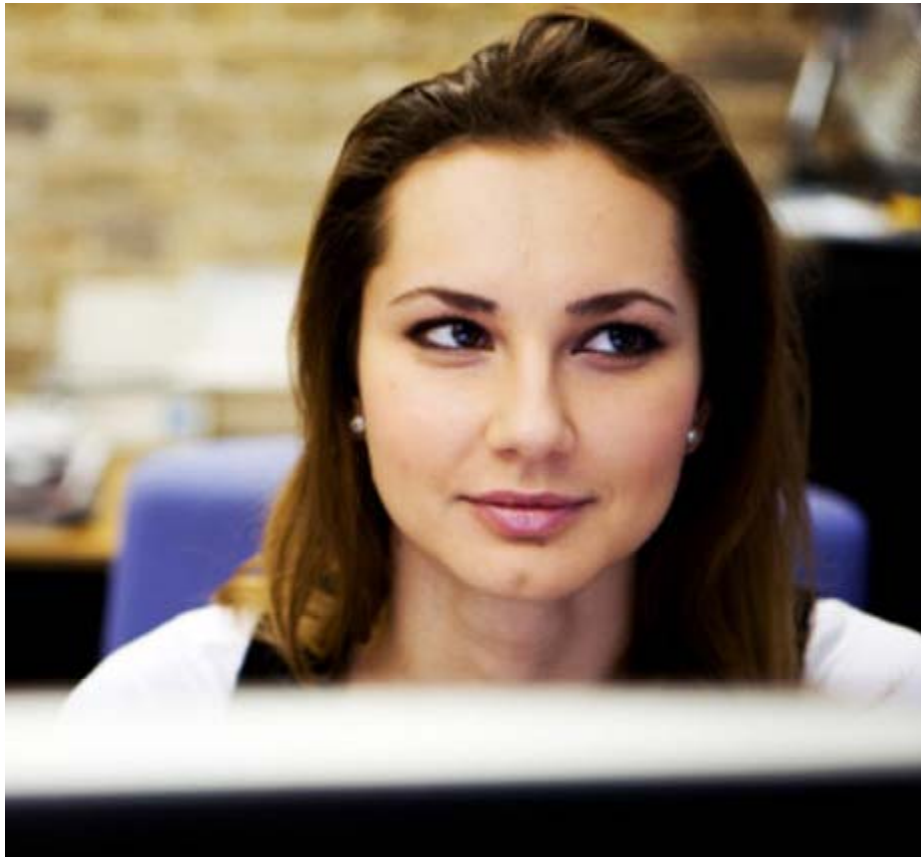
What do football teams talk about during halftime?...

The next half

Atmosphere + Attitude



Relaxed, non-threatening atmosphere



*“I’m glad I **belong** to this group. This group is doing some good things and I’m glad I **belong** to it.”*





*An atmosphere of anxiety,
mistrust, and fear.*



Trust



The most important ingredient for a successful team.



Goals



...on the same page



The entire team is in agreement on what they are trying to accomplish.



Challenge Question



Ask 5 team members:

What is the primary goal of the team?



Discussion



Who participates in the discussion on a team?



Everybody



Leadership





Anyone can perform leadership duties



Releasing the reins of leadership



“Show me a manager who’s afraid a subordinate is going to get their job, and I’ll show you a manager whose subordinate is going to get their job.”





Conflict/Consensus





Effective vs. Ineffective Group



- The difference between an effective group and an ineffective group is not whether or not they had a conflict, but how it is managed and resolved.



So how do you resolve conflict?



Vote! – That’s the worst thing you can do



You immediately divide the group of 5:

- 3 – yes
- 2 – no

Those 2 people walk out and say:

“If that’s the way you want to do it, well go ahead, but don’t look to me for any help. I’ll show you that was not the right way to go.”



“Consensus Decision”



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