

Creating A High Performing Team

Minnesota Council for Quality

**Sponsored by University of
Phoenix and ASQ Minnesota
Section 1203**

Thursday February 2, 2012

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**“Coming together is
a beginning,
keeping together is
progress,
working together is
success.”**

-Henry Ford

Agenda

- I. Introduction**
- II. Team Definition**
- III. Stages of Team Development**
- IV. Five Dysfunctions of a Team**
- V. Team Assessment**
- VI. Tools and Strategies for
Creating a High Performing
Team**
- VII. Wrap-up**

Learning Objectives

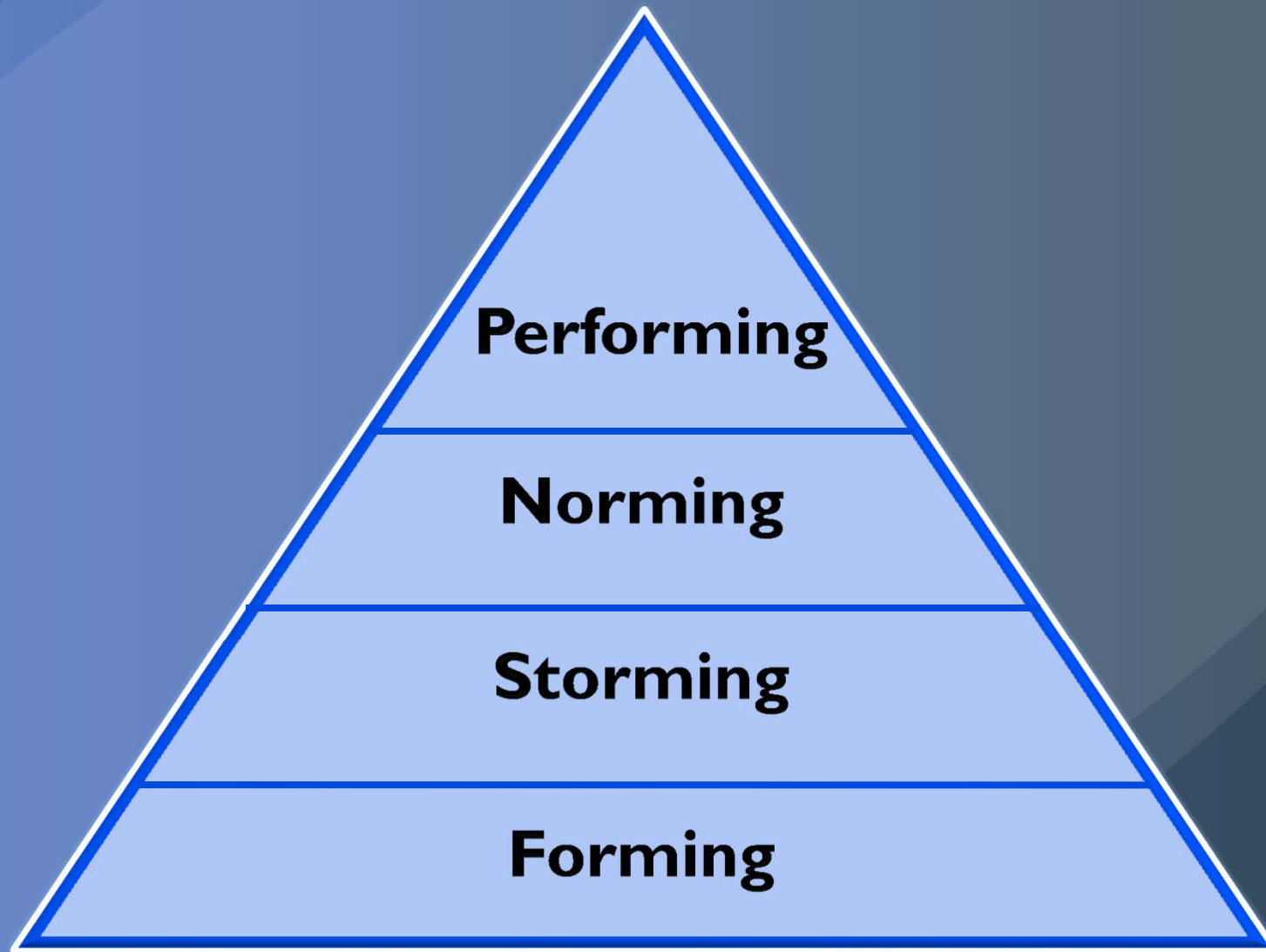
1. Assess where your team currently is in the areas of trust, managing conflict, commitment, accountability and results.
2. Examine tools and strategies for creating a high performing team.
3. Select one area with action steps to address right now.

Team Definition

“A small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable.”

-The Wisdom of Teams

Stages of Team Development



Adapted from The Five Dysfunctions of a Team

Five Dysfunctions of a Team



Team Assessment

- Complete the assessment.
- List your score by the appropriate number.
- Total the scores for each function.
- Discussion

Five Functions of a Team



Building Trust

Adapted from The Five Dysfunctions of a Team

Tools/Strategies

- Personal Histories Exercise
- Behavior Profiles
 - DiSC
 - Myers-Briggs Type Indicator (MBTI)
(www.humanmetrics.com)
- 360 Degree Feedback
- Experiential Team Exercises

Managing Conflict

Adapted from The Five Dysfunctions of a Team

Tools/Strategies

- Conflict Profiling (Thomas-Kilman Conflict Mode Instrument)
- Conflict Norming
- Conflict Mining
- Meetings and Conflict

Commitment

Adapted from The Five Dysfunctions of a Team

Commitment

- Requires clarity and buy-in
- Clarity requires that teams avoid assumptions and ambiguity.
- Does not require consensus. Team members learn to disagree and still commit to a decision.

Tools/Strategies

- Team Contract/Charter
- Commitment Clarification: *What have we agreed upon today?*
- Cascading Communication: *Within 24 hours*
- Thematic Goal: *What is the single most important goal that we must achieve during this period if we are to consider ourselves successful during that time?*
- Deadlines

Accountability

Adapted from The Five Dysfunctions of a Team

Accountability

“The willingness of team members to remind one another when they are not living up to the performance standards of the group.”

-Overcoming the Five Dysfunctions of a Team

Tools/Strategies

- Team Effectiveness Exercise (strength and areas for improvement)
- Publication of goals and standards
- Simple and regular progress reviews
- Team Rewards

Focus on Results

Adapted from The Five Dysfunctions of a Team

Focus on Results

- Great teams accomplish results.
- Prioritize the results of team over individual or departmental needs.
- Must publicly clarify results and keep them visible.

Tools/Strategies

- Public declaration of results
- Results-based rewards
- Scoreboard: visual tool

Wrap-Up

- Select one of the five areas in which you would like to improve.
- Write one-two action steps you can take in the next 30 days.
- Share your commitments with a partner.

You Must Be the
Change
You Wish To
See in the World.

-Ghandi

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