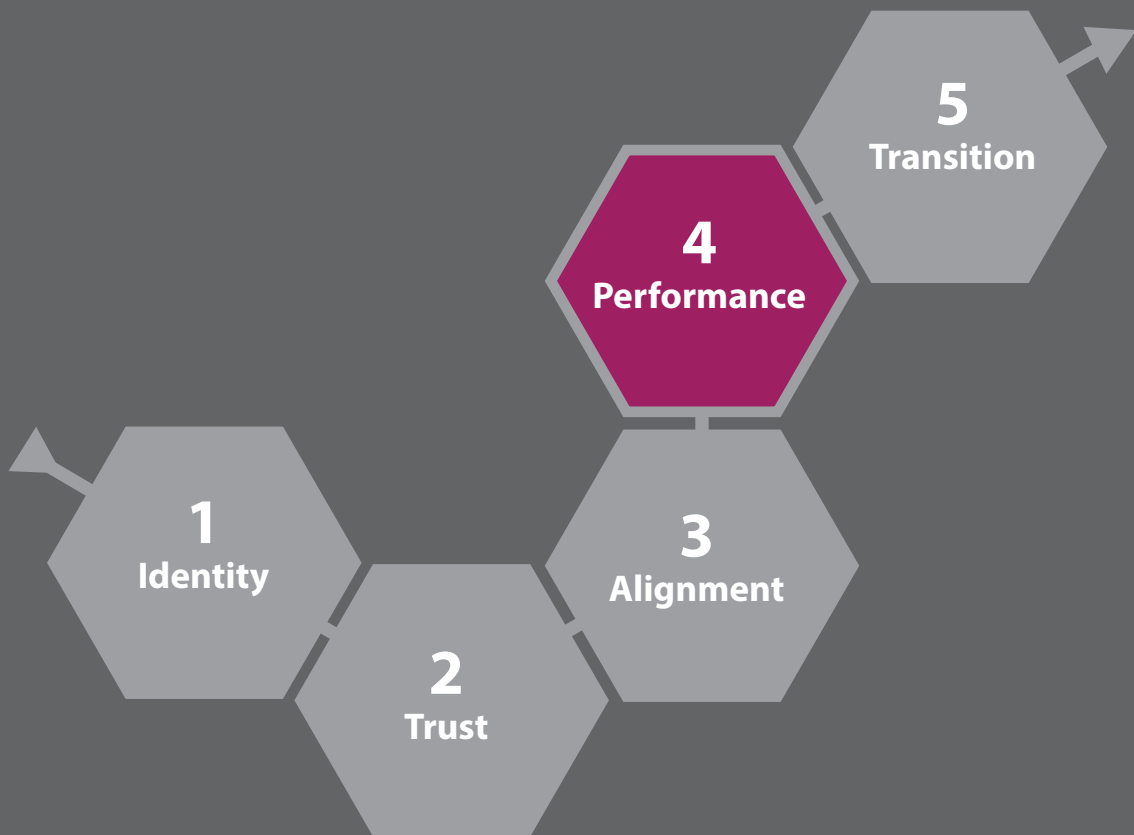


TEAM **LEADER** TOOLS

Team Performance Roadmap





Team Performance Overview

WHY

Team performance occurs as the team meets and exceeds expected results and behavior.

Team performance is a combination of individual and group effort. It is a skill and a discipline. It is never stagnant. And it should be the shared responsibility of each team member.

For all of that to happen, your team will need leadership and facilitation from you.

SUGGESTED PRACTICE

Teams ensure high levels of performance by:

- Setting Goals and Keeping Score
- Confronting Issues and Collaborating on Solutions
- Learning and Coaching
- Standardizing and Improving

HOW

1 **LEARN TEAM PERFORMANCE.**
 Use this Team Performance Roadmap to help your team learn what team performance means, why it is important, and how to sustain it within the team. Help your team learn about each of the key factors involved in sustaining team performance.

2 **DISCUSS TEAM PERFORMANCE.**
 Discuss as a team the key practices of team performance. Define what each practice should look like for your team. Discuss as a team how each practice can help your team sustain high performance.

3 **TAKE ACTION to ENHANCE TEAM PERFORMANCE.**
 With your team, plan a few specific actions that are relevant to your team to sustain high levels of performance. Lead and support your team as it implements those actions.

4 **CHECK on TEAM PERFORMANCE.**
 Help your team check its progress. How well has it implemented planned actions? How have those actions helped to sustain high performance? What should be the next key actions?



Team Performance

Key Practices

TEAM PERFORMANCE

Results + Behavior

Set Goals

&

Keep Score

Confront

&

Collaborate

Learn

&

Coach

Standardize

&

Improve



Team Performance Assessment

The team performance assessment will help you assess, discuss, and build higher levels of performance within your team.

ASSESS -- > DISCUSS -- > PERFORM

How well are we doing at each performance factor?	What are we currently doing well?	What can we do to improve in this area?
<p>Set Goals & Keep Score</p> <p>Very Weak 1 -- 2 -- 3 -- 4 -- 5 Very Strong</p>		
<p>Confront & Collaborate</p> <p>Very Weak 1 -- 2 -- 3 -- 4 -- 5 Very Strong</p>		
<p>Learn & Coach</p> <p>Very Weak 1 -- 2 -- 3 -- 4 -- 5 Very Strong</p>		
<p>Standardize & Improve</p> <p>Very Weak 1 -- 2 -- 3 -- 4 -- 5 Very Strong</p>		



Team Performance

Set Goals & Keep Score Discussion

Your team needs clear goals in order to know what high levels of performance even look like. Then keep score of team success. Make sure your score is team-based, measurable, visible, accurate, and relevant.

Team Discussion

- Do we set SMART goals as a team?
- Do we set SMART goals as individual team members?
- Do we use our goals to guide our work on a daily basis?
- Do we keep score of our progress toward our goals?
- Is our "team score" VISIBLE to us as we do our work?
- Is our team score ACCURATE?
- Is our team score RELEVANT?
- Is our team score OWNED by all of us as a team?
- Are our GOALS and our SCORE helping us achieve higher levels of performance?
- What can we do as a team to more effectively SET GOALS?
- What can we do as a team to more effectively KEEP SCORE?

Notes:



Team Performance

Confront and Collaborate Discussion

High performing teams aggressively attack issues without attacking each other. They develop the skill to both express and explore key observations and perceptions. They recognize that every crucial conversation is an opportunity to build team capacity.

Team Discussion

- Is our team environment conducive to constructively confronting issues as they arise?
- Do we trust each other enough to say what is on our mind?
- Have we developed the skill of saying the hard things -- holding the difficult conversations -- in a constructive manner?
- When we hold difficult conversations, do we ensure that they remain FOCUSED, SAFE, and PRODUCTIVE?
- Do we jointly OWN the success of our team's conversations?
- Do we proactively involve all team members in team conversations?
- Do we intentionally and skillfully collaborate to arrive at optimal solutions.
- Do we leave each other better than we found each other?
- What can we do as a team to more effectively confront issues and discuss difficult things?
- What can we do as a team to more effectively foster collaboration and synergy as a team?

Notes:



Team Performance

Learn and Coach Discussion

High performing teams develop the skill to continually and strategically learn – both individually and jointly as a team. They also recognize the value of coaching each other on a regular and ongoing basis. The success of each team member is a shared value.

Team Discussion

- Do we understand the business benefit of LEARNING - both individual learning and team learning?
- Do we know HOW to strategically learn as a team?
- What kinds of things should we be learning as a team?
- Do we know HOW to strategically learn as individual team members?
- What kinds of things should we be learning as individual team members?
- How should we be ACCOUNTABLE for learning?
- Is it important for us to be COACHING each other?
- Do we know how to coach each other in a meaningful way?
- Are we open and receptive to the coaching that we could receive from each other?
- What can we do as a team to more effectively LEARN as a team and as individually team members?
- What can we do as a team to more effectively COACH each other?

Notes:



Team Performance

Standardize & Improve Discussion

High performing teams identify the work that matters most and then set standard methods, practices, and procedures for doing that work. Team standards create efficiency and eliminate waste. As they standardize their work, they also seek new best practices to continually improve their work.

Team Discussion

- Do we jointly see the benefit of standardizing the important work we do as a team?
- Do we know how to standardize our team methods?
- What team methods need to be standardized?
- Do we jointly see the benefit of continuously improving our methods -- even after we have standardized them?
- Do we know how to continuously improve our methods?
- What can we do as a team to more effectively STANDARDIZE the important work we do as a team?
- What can we do as a team to more effectively IMPROVE the important work we do as a team?

Notes:



Team Performance

Team Implementation Plan

GOAL

Date:

Current Practice (Status)	Desired Practice (Vision-Goal)
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PLAN

DO

Action	Completion
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CHECK

On track? Lessons learned? Obstacles? Opportunities?

ACT & STANDARDIZE

Adjustments? Corrections? Standardize.