

Developing High Performance Teams

Overview

Solid teams are the foundation of High Performance organizations, and developing those teams is a process that takes serious effort and consistent discipline. Such team development requires hard work, but is extremely rewarding to those who are willing to pay the price. The purpose of **Developing High Performance Teams** is to build groups into High Performing teams by helping them develop each of the fundamental building blocks of a solid team, one step at a time.

Program Objectives

- Learn the basic principles of High Performance teams and the advantages of teams over traditional work groups
- Develop a team charter to guide decision making and day-to-day actions
- Learn good meeting management skills to improve the quality of team meetings
- Identify customer requirements and how they influence team performance
- Analyze and improve core work processes
- Clarify roles and responsibilities of team members
- Set goals and develop actions plans to achieve them

Structure and format:

- Seven modules
- Each module 2 – 3 hours in length
- Delivered at least one week apart (recommended)
- Medium or small group format
- Numerous individual and group exercises

Module 1: Fundamentals of High Performance Teams

- The definition of a High Performance team and how it differs from a traditional work group
- The three elements of High Performance teams
- Four types of teams
- The stages of team development
- To create an image and name your team

Module 2: The Team Charter

- Identify your team's key customers and stakeholders
- Determine the performance results expected of your team
- Decide your team's purpose
- Identify the ideal characteristics of your team
- Develop a set of team operating norms

Module 3: Effective Meetings

- The characteristics of effective meetings
- How efficient and effective your meetings are
- Guidelines to improve the effectiveness of your meetings
- How to establish and run a meeting from an agenda
- The three leadership roles required for successful meetings
- Discussion skills to improve the quality of team meetings

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Module 4: Customer Focus

- Examine your attitude toward your customer
- Assess how customer-oriented your team and organization are
- Discuss and analyze feedback from key customers
- Identify key customer requirements
- Develop improvement plans to respond to customer feedback
- Develop a system for measuring and tracking key customer requirements

Module 5: Managing the Process

- Learn basic process mapping definitions and skills
- Map the team's core process
- Identify and analyze process variances
- Identify and analyze key variances
- Develop action plans to improve the team's core process
- Develop action plans to control key variances

Module 6: Team Member Roles and Responsibilities

- Learn how to be a self-sufficient and self-directing team
- Clarify shared team responsibilities
- Define and prioritize coordinating responsibilities
- Assign designated roles
- Understand the aspects of empowerment
- Use the empowerment matrix as a developmental tool
- Develop a maturation matrix
- Understand how the role of leader changes in a High Performance organization

Module 7: Setting Goals and Keeping Score

- Understand the importance of setting goals and tracking your performance
- Learn the building blocks of scorekeeping
- Identify your team's key result areas
- Establish metrics in each of your key result areas
- Assess your current performance
- Set goals in each of your key result areas
- Evaluate your feedback system