



Team Dynamics: The Hidden Ingredient for Creating High Performance Business

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*The Importance of Team
Work*

www.businesshorsepower.com





Why Teamwork Is Important

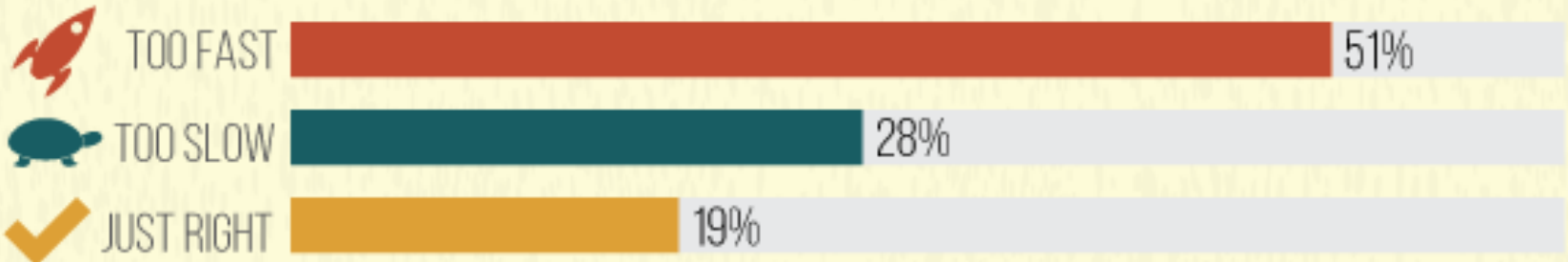
- ✓ Provides competitive advantage
- ✓ Teams deliver customer service which determines marketshare
- ✓ Teams build corporate identity
- ✓ Improves productivity, process and profitability



“Talent wins
games, but
teamwork and
intelligence
wins
championships.”
—Michael Jordan

TRUST IN INNOVATION

THE PACE OF CHANGE IS...



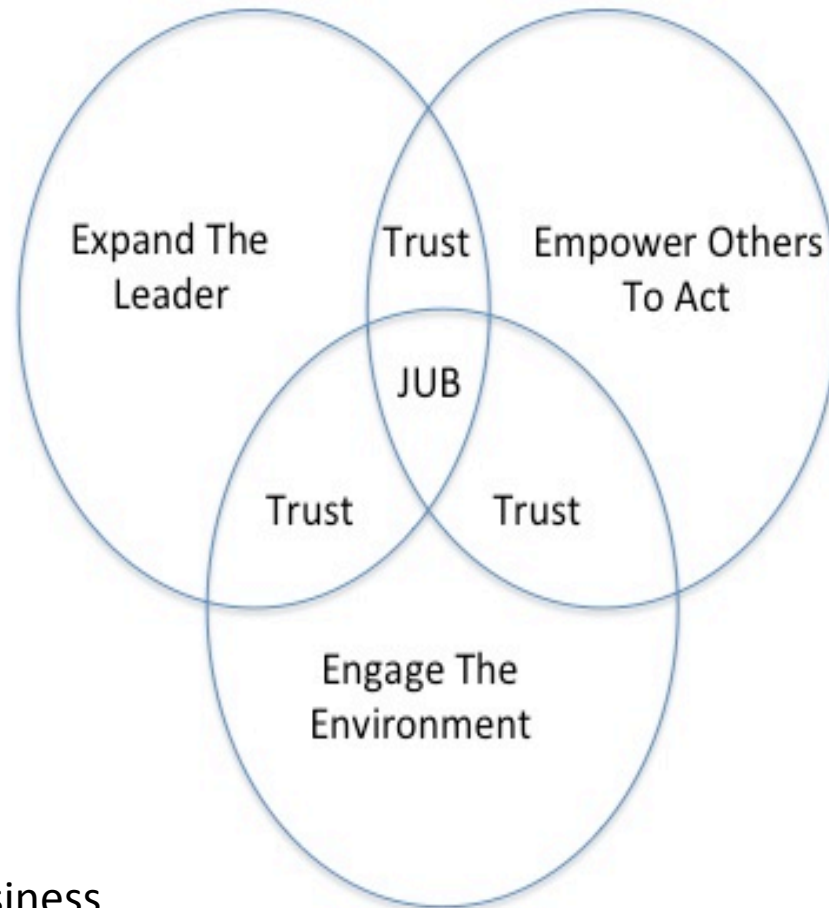
Source: Edelman Trust Barometer 2015



Signs of An Underperforming Team

- team members are distrustful of one another
- team members are not able to handle conflict constructively
- the team is misaligned and lack commitment
- there is no compelling vision
- there is no accountability for the results
- the team is not able to complete a project on time and within budget
- the business is losing marketshare and is failing to innovate

Joined Up Business Blueprint



JUB = Joined Up Business

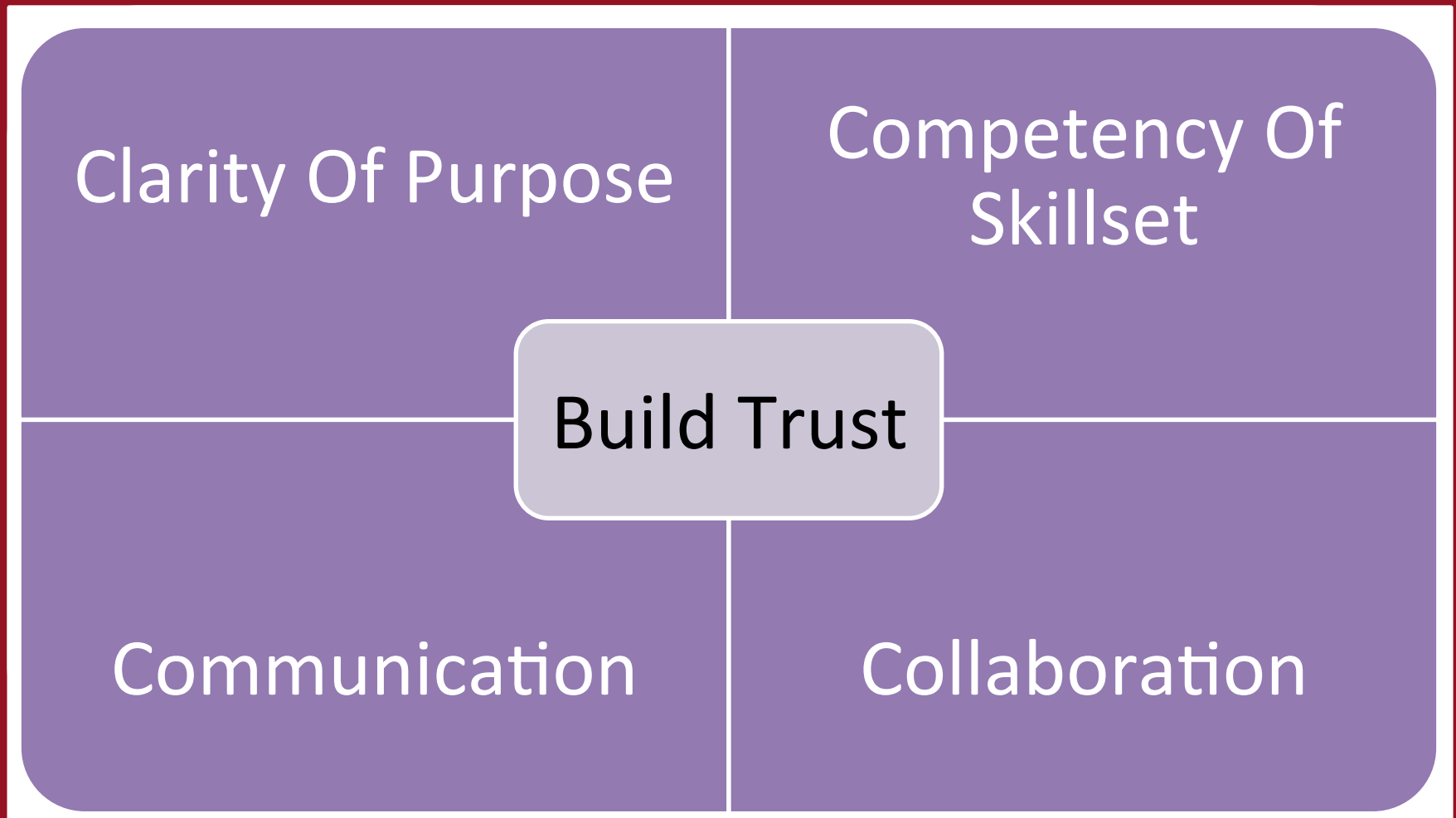


Joined Up Business Equation

Joined Up Business = alignment of people
(leaders and team), processes (business
systems) and the playground (trading
environment)



Keys To Empowering Teams To Act





“Trust is the biggest business commodity of the decade. Without trust, relationships and businesses falter”

Stephen R. Covey

Why is Trust so Important?

The greater the **Trust** people have in you, the more they will **return to do business** with you

Teams that **increase** levels of **Trust** can add **thousands of £'s** very quickly to their results



Top 5 Trusted Companies

Apple

Google

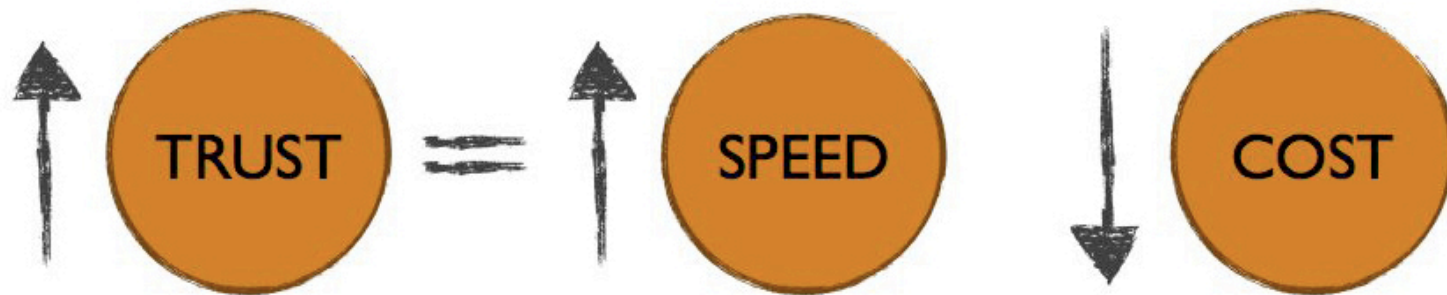
Coca Cola

Amazon

Kraft Foods

The most **Trusted** companies out perform their competitors by as much as **10 times**

Why Build Trust?





The Benefits of High Trust

- individual performance levels are much higher
- employee engagement higher
- speed of delivery and productivity
- high level of innovation
- significant financial improvement



The Cost of Low Trust

- slower productivity (everything takes longer)
- employee engagement levels much lower
- people feel disconnected from the organisation
- points scoring becomes important
- people have less fun
- It can get personal - blame



How Do you Build Trust?

Be clear where you can **deliver Value** and **commit to it**

Deliver what you said you were going to deliver

Deliver the **first 2 points** **consistently**, over and over





Where am I most/ least Trusted?

You are always **most trusted** when you deliver the **most value**

You are always **least trusted** when you deliver the **least value**



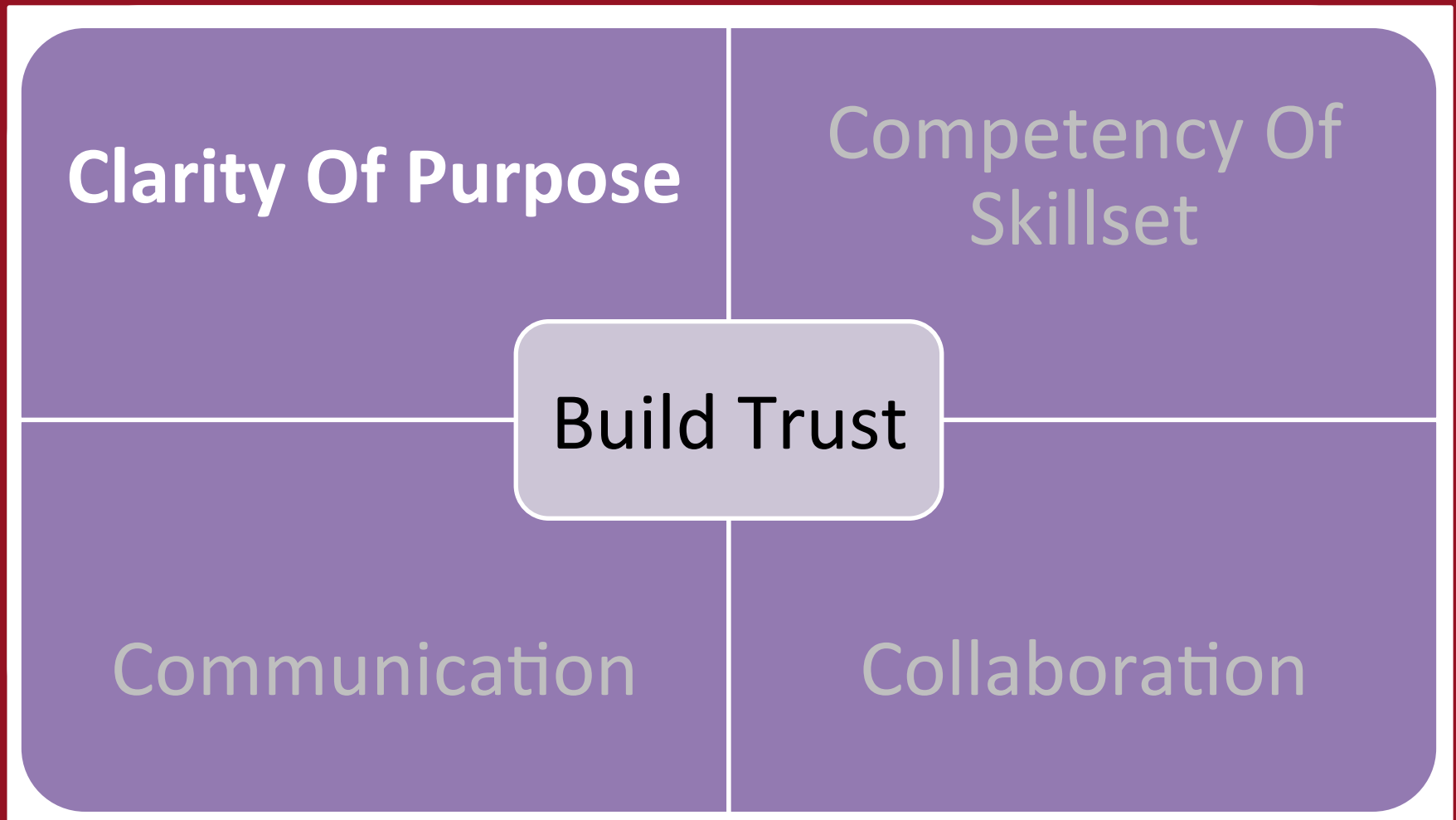


Trust Anchors Team Success

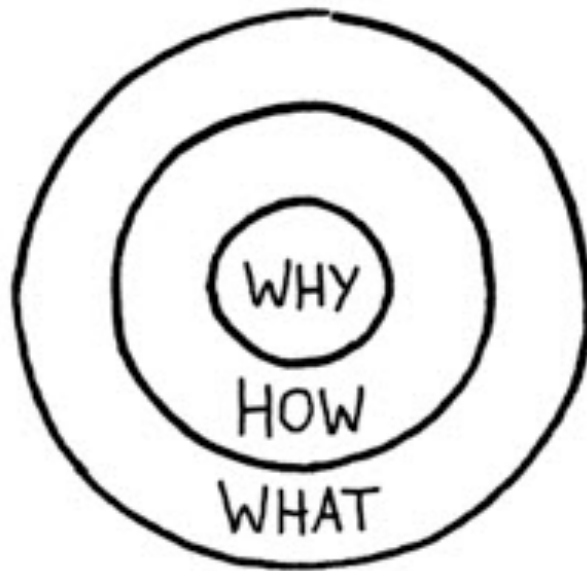




Keys To Empowering Teams To Act



Power of Why



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What

Every organization on the planet knows WHAT they do. These are products they sell or the services they offer.

How

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

Why

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. It's a purpose, cause or belief. It's the very reason your organization exists.

“Of all the things I have done, the most vital is co-ordinating the talents of those who work for us and pointing them towards a certain goal.”

Walt Disney



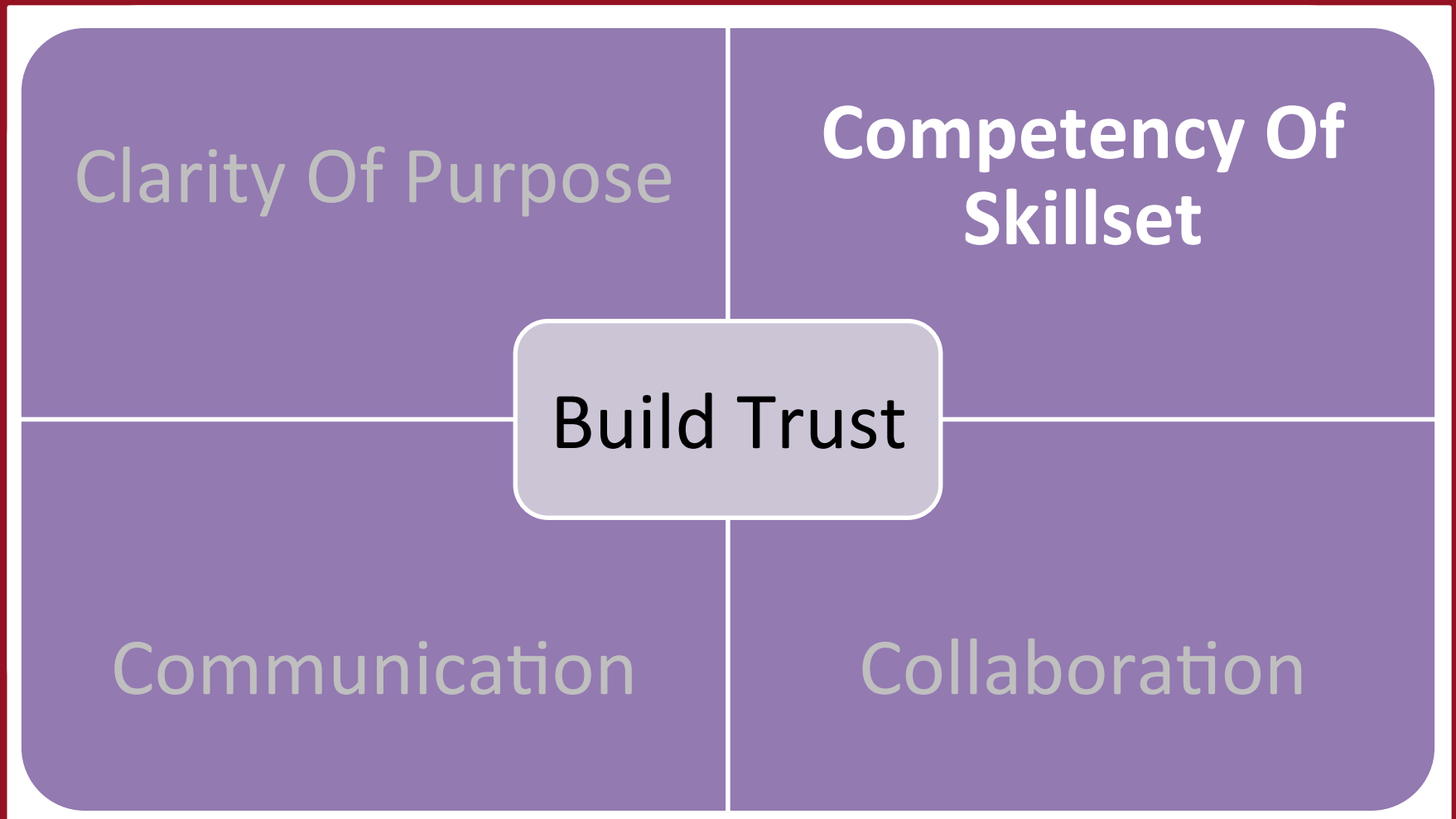


“Individual action and commitment to a common goal. That is what makes a team work, a company succeed, a society flourish and a nation triumph”

Deloitte, From the Book “As One: individual action collective power



Keys To Empowering Teams To Act



Why is Flow Important?



Path of Least Resistance

- ✓ Productivity speeds up
- ✓ Accuracy levels improve
- ✓ Attention levels increase
- ✓ Communication improves
- ✓ You have more Fun
- ✓ Feel more connected
- ✓ Results improve dramatically

Areas of Trust

Innovation

Energised, dynamic and great at getting things started. Finishing them can be a challenge

People

Passionate, outgoing, great at networking and meeting new people. Easily distracted from the task at hand

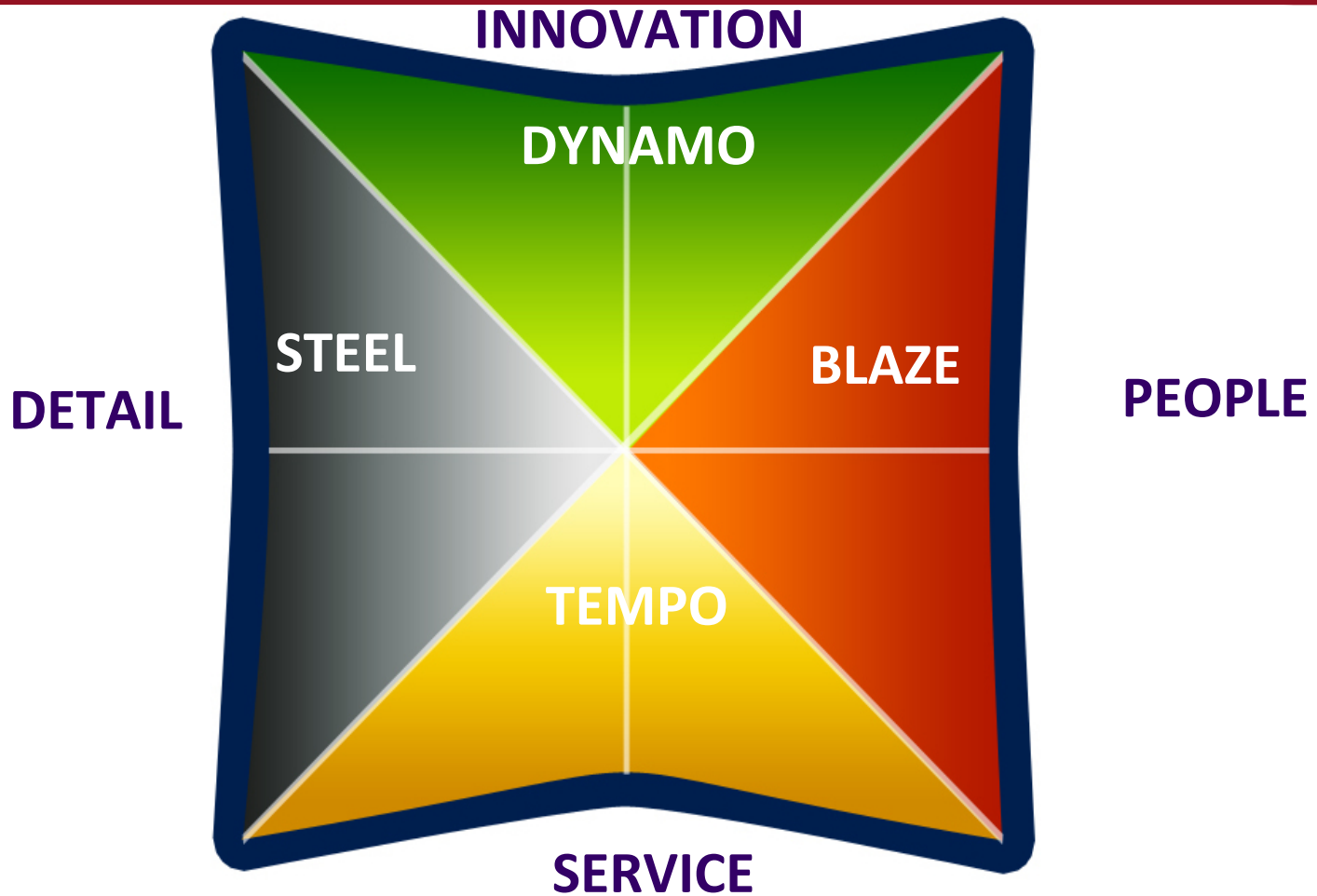
Service

Compassionate, great team player and reliable at getting things done with the team. Will often seek direction from others

Detail

Orderly, systems orientated with a good eye for detail, strong at completing. Can find it difficult to start new things

Why is Trust so Important?



Talent Dynamics Square



Joined Up Team Equation

Joined Up Team Performance =
Value x Leverage



Trust is the measure that you are delivering value consistently

VALUE



TRUST



REVENUE

LEVERAGE



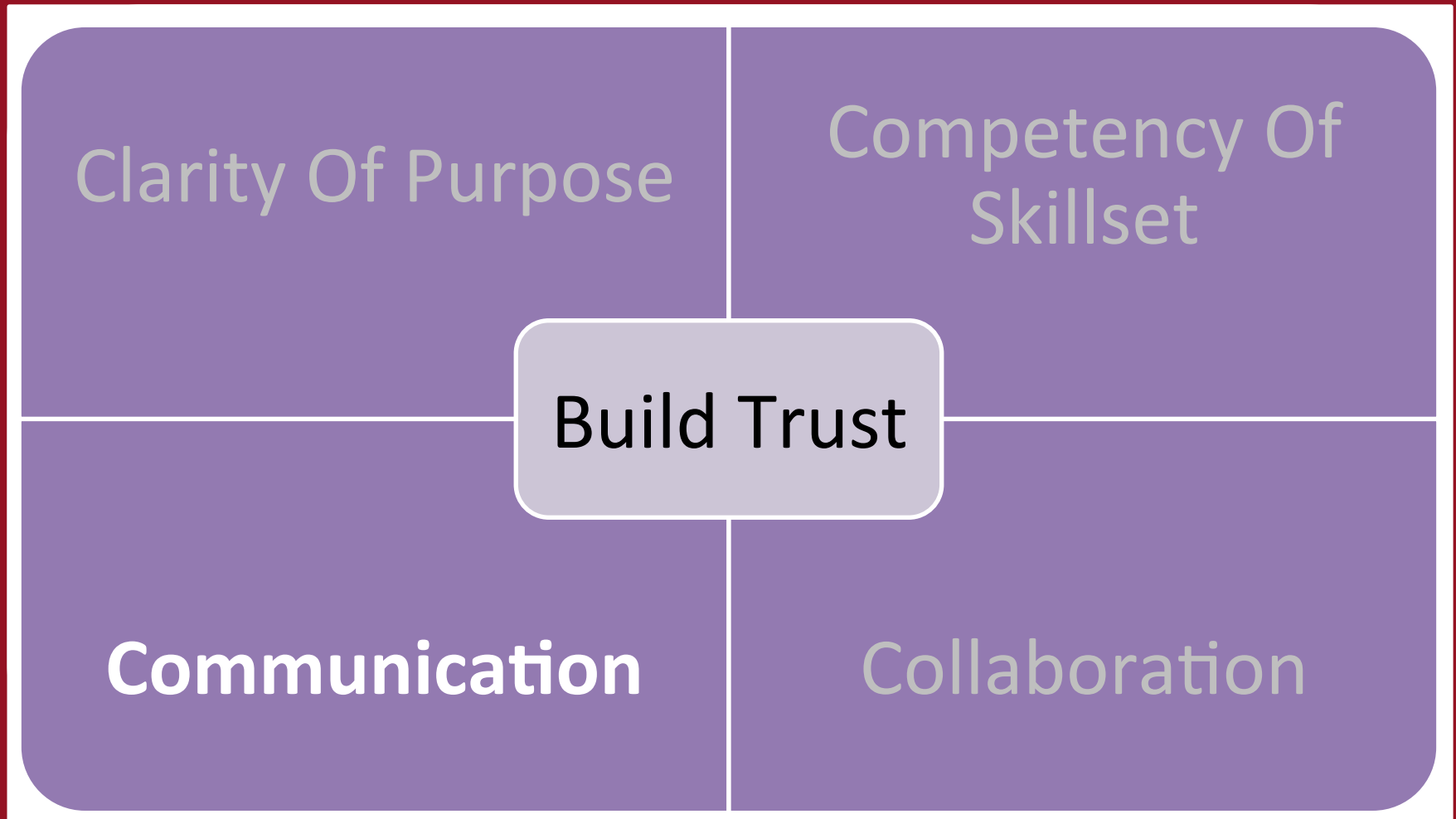
FLOW



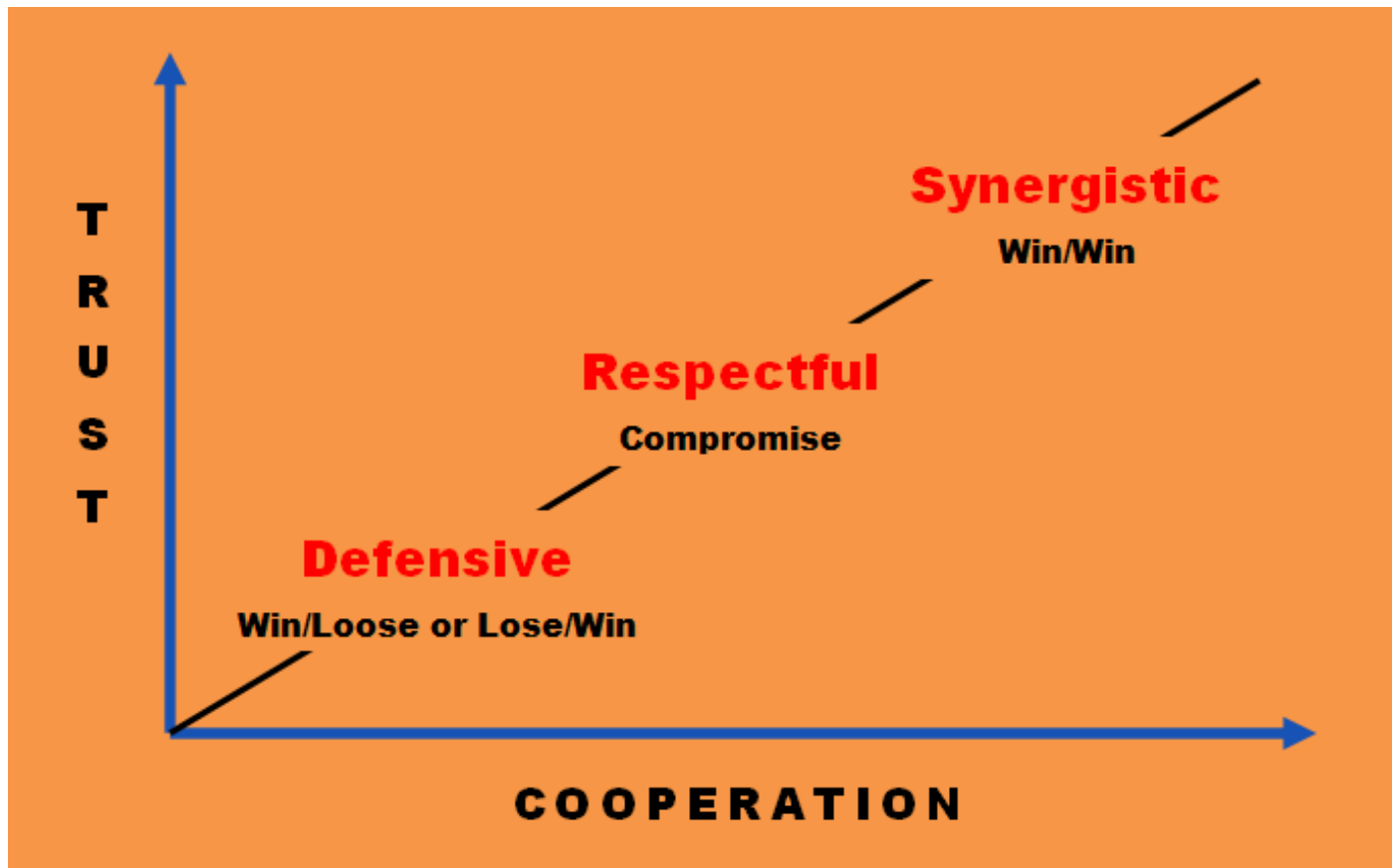
PROFIT



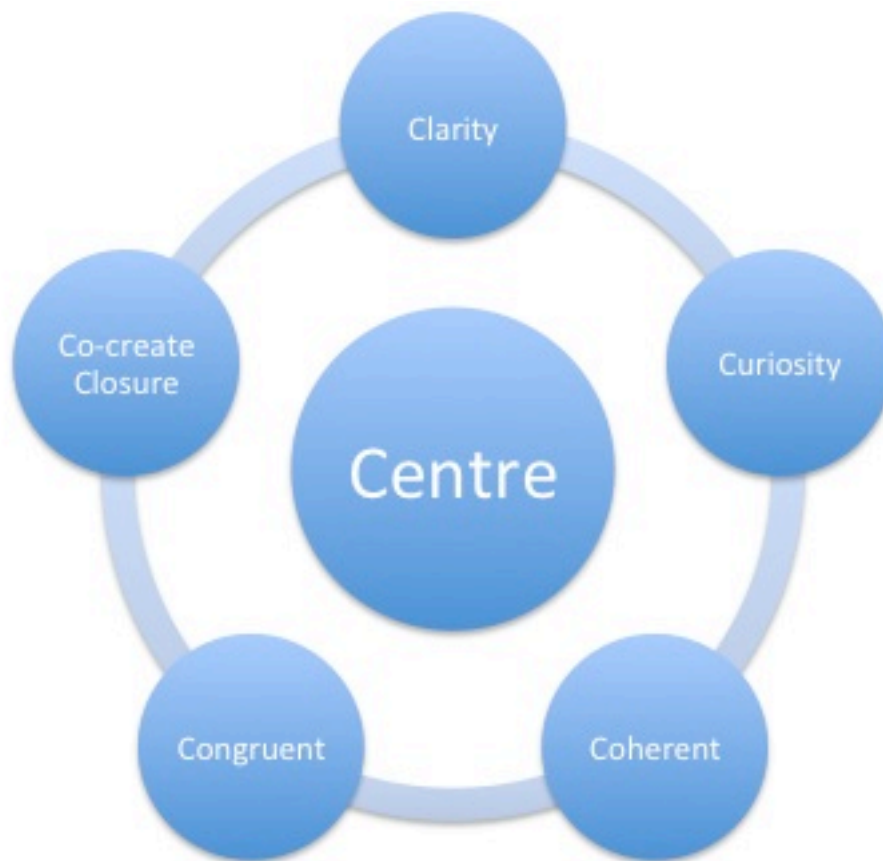
Keys To Empowering Teams To Act



Levels of Communication

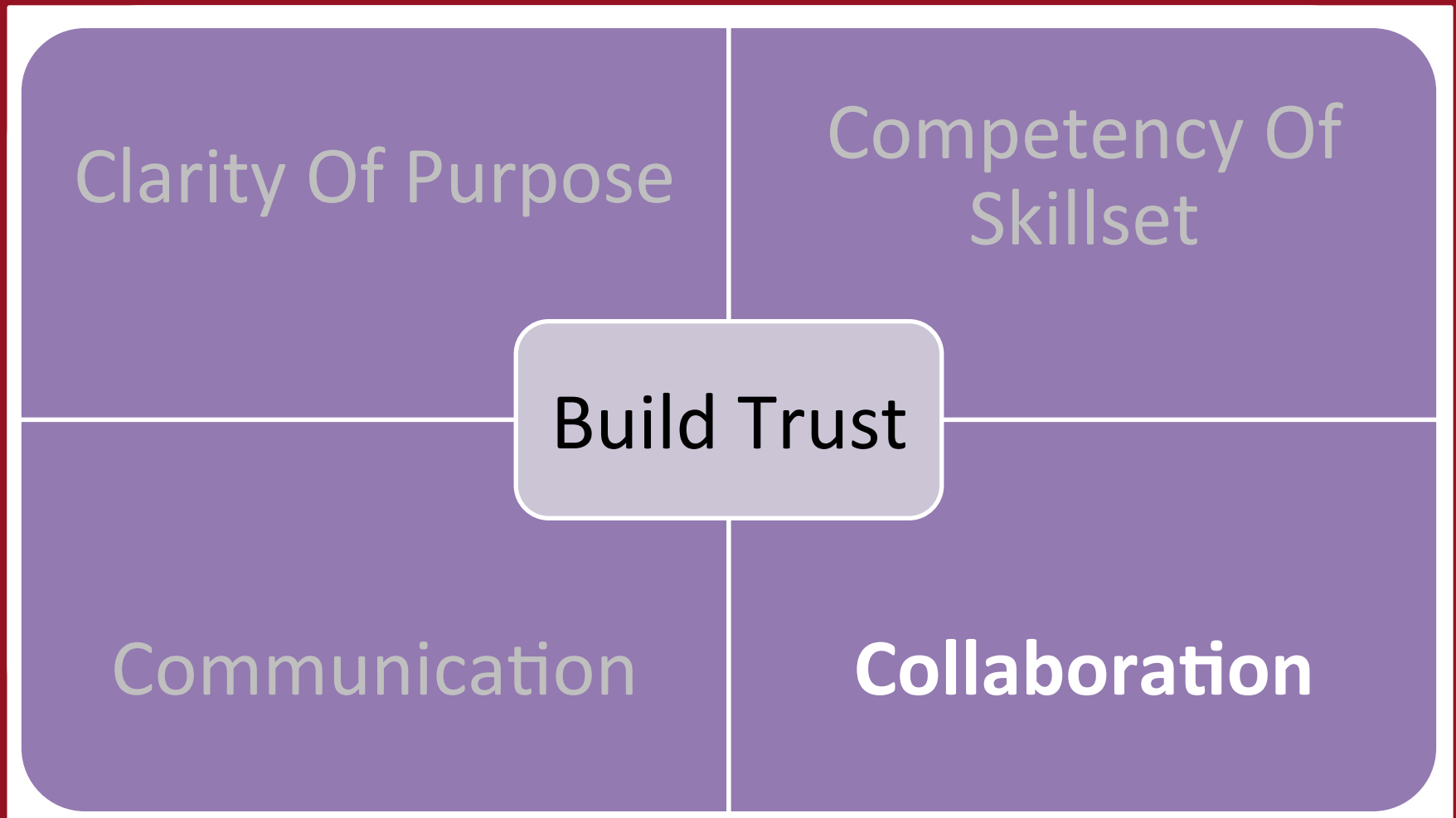


6 C's To Courageous Conversations





Keys To Empowering Teams To Act





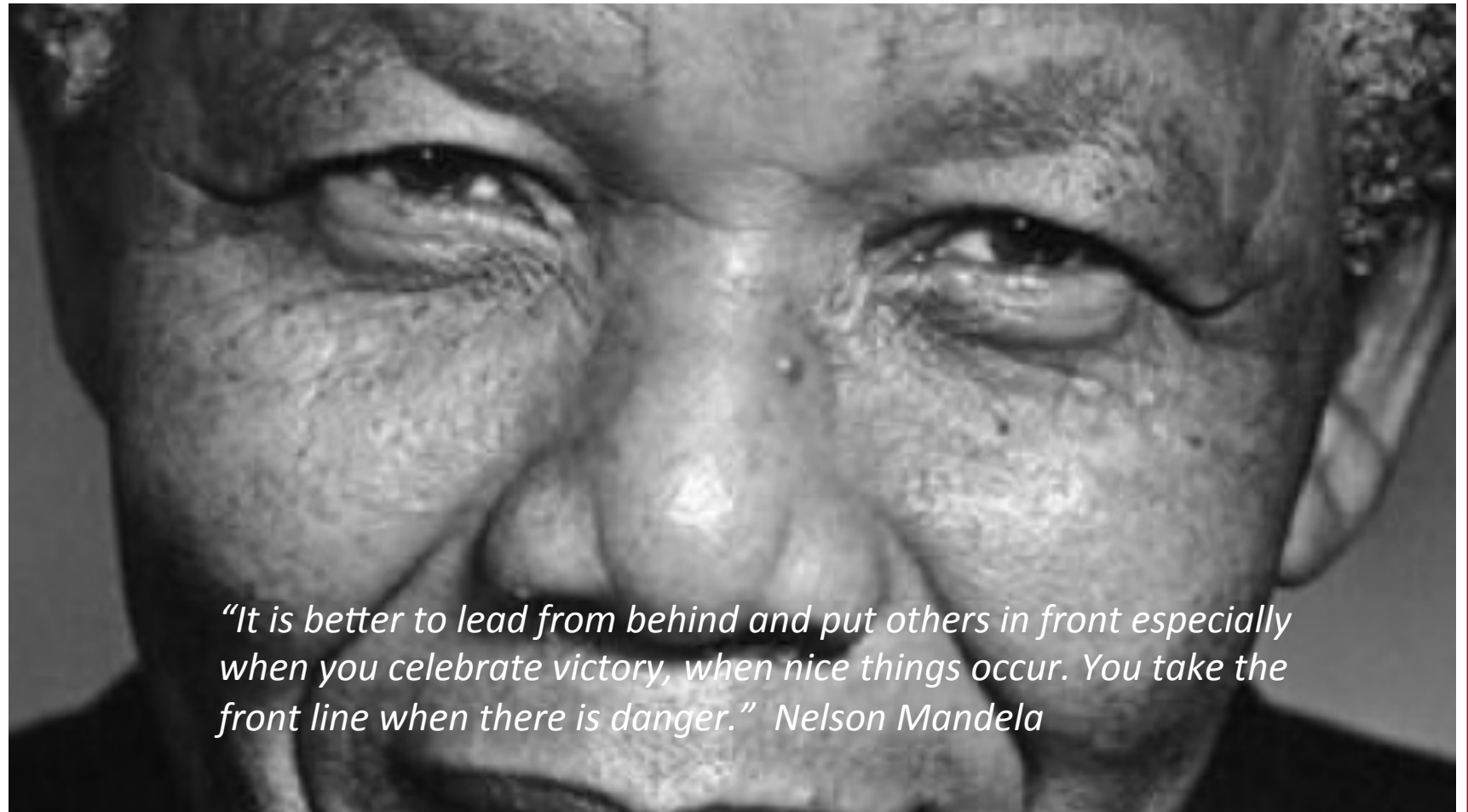
Collaboration Continuum



Leadership Positions







“It is better to lead from behind and put others in front especially when you celebrate victory, when nice things occur. You take the front line when there is danger.” Nelson Mandela