

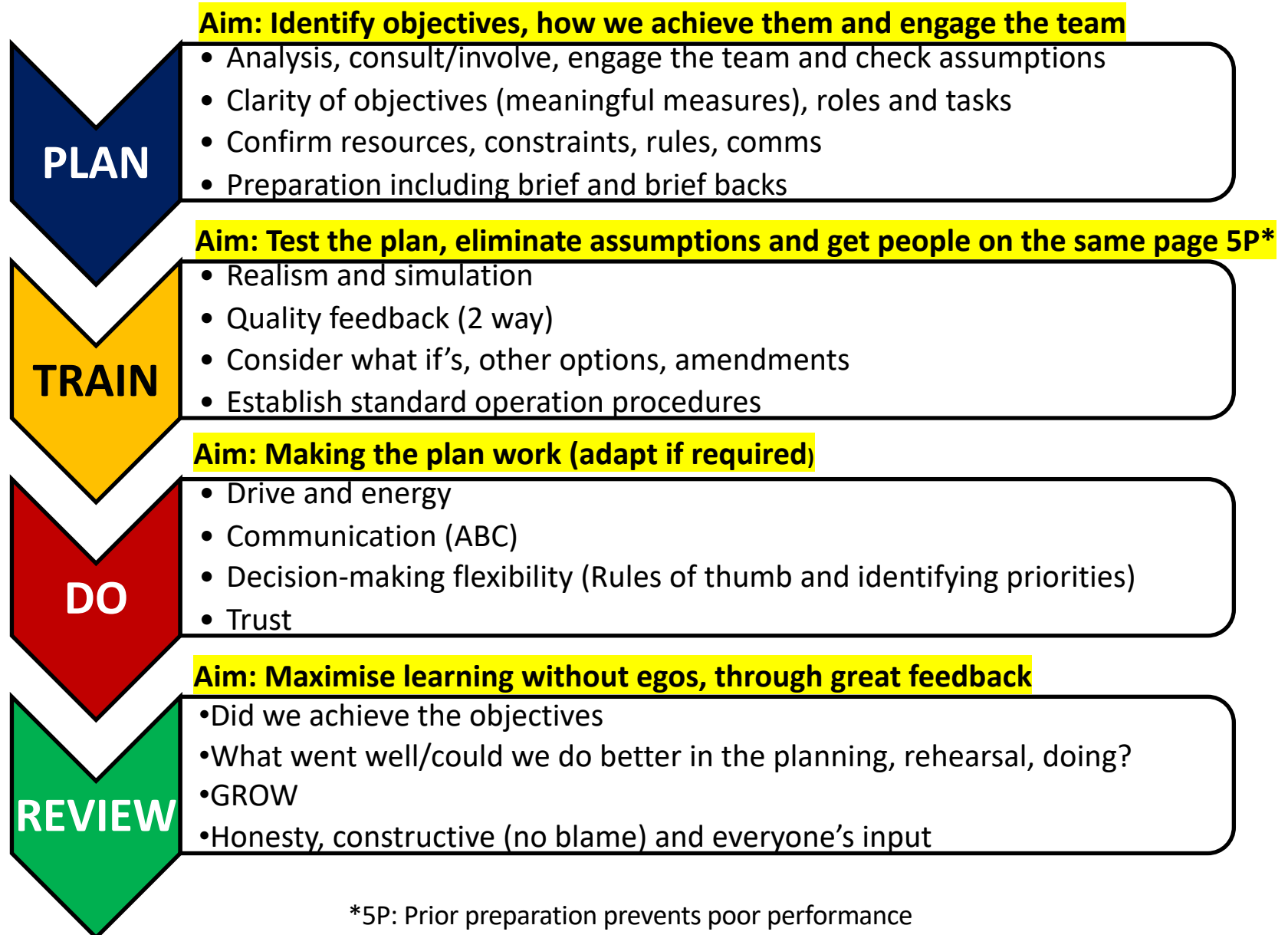
Box art work

High Performance Skills Cards

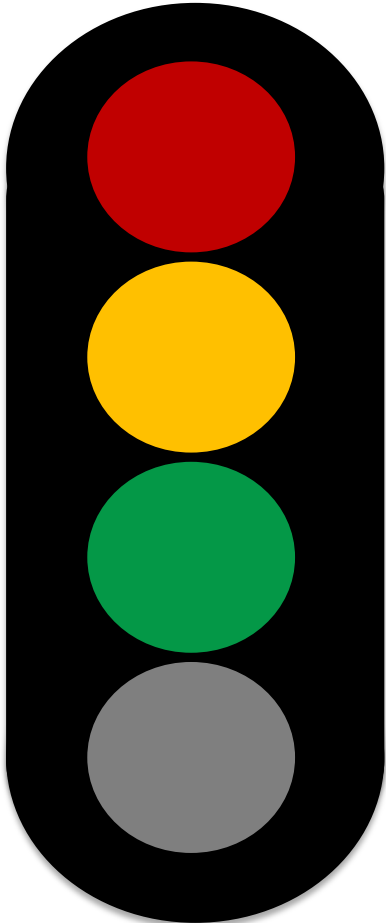
**Unlocking the power of
your team**

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THE CORE TEAM PROCESSES



TRIAGING DECISIONS



RED: High priority, immediate action required

AMBER: Medium priority, deal with as soon as you can

GREEN: Low priority, deal with when all other issues have been dealt with

BLACK: IGNORE- It may be important but there's nothing you can do about it

MEETINGS

BLUE MEETINGS

- 1. Purpose:** Project planning, analysis and generating logical courses of action.
- 2. Guiding Principles:** Focus on quality of information to enable logical decisions. Get it right and consider all options.
- 3. Pace:** Medium (as required).
- 4. Content:**
 - Prep reading and minutes- come prepared
 - Stick to the agenda
 - In depth discussions with evidence and data
 - Allow time to process and think

GREEN MEETINGS

- 1. Purpose:** Reviews, team check ins, values sessions.
- 2. Guiding Principles:** Everyone has the time and space to speak and share their honest thoughts and ideas.
- 3. Pace: Slow and empathic.**
- 4. Content:**
 - Democratic agenda
 - Make space and safety for personal issues
 - Share facilitation
 - Time for reflection
 - Agree rules of sharing



RED MEETINGS:

- 1. Purpose:** Project updates, immediate decisions needed.
- 2. Guiding Principles:** Brief, action focused, minimise waffle, keep to the point.
- 3. Pace:** Fast.
- 4. Content:**
 - Bullet point agenda
 - Drive towards actions
 - Clearly defined and recorded goals
 - Accuracy- clarity-brevity

YELLOW MEETINGS:

- 1. Purpose:** Brain storming or post project party.
- 2. Guiding Principles:** Focus on collaboration, make it fun and creative, focus on ideas and positive story telling. All ideas are good ideas.
- 3. Pace:** Fast.
- 4. Content:**
 - Themed agenda, few objectives.
 - Flexible and allow to divert
 - Face to face if possible
 - Include team-based and engaging activities

INSIGHTS

FRONT SIDE

Give me the details

Factual
Diligent
Objective
Structured
Consistent

Be brief
Be bright
Be gone

Bold
Efficient
Focused
Fast paced
Action-oriented

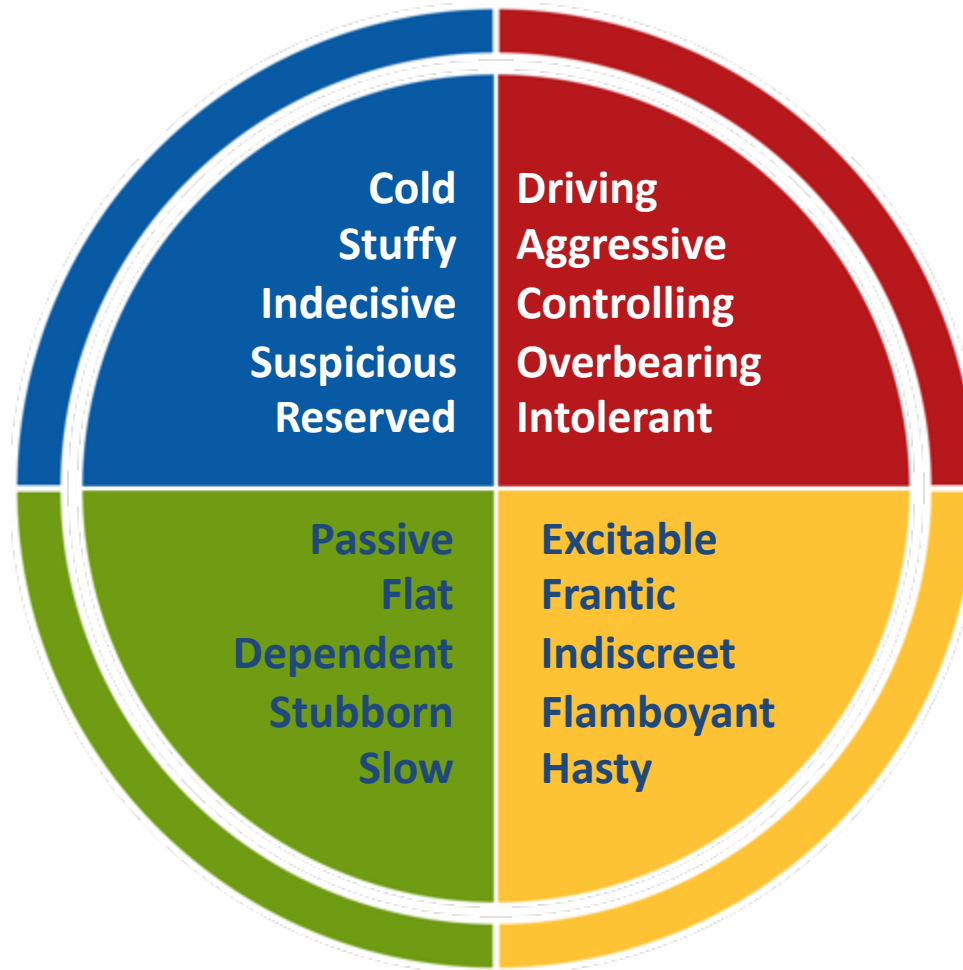
Show me you care

Considerate
Supportive
Reliable
Trusting
Valuing

Interactive
Optimistic
Sociable
Dynamic
Friendly

Involve me

On a bad day....



How can you support them?

6 ESSENTIAL TEAM FUNCTIONS



COACHING THE COLOURS

1. Trust instincts
2. Share your thinking
3. It's ok to be messy



1. Bring people with you (time)
2. Test your assumptions with logic

1. It's ok to say "no"
2. It's ok to have an opinion and share it

1. Add shape to your ideas
2. Testing your assumptions
3. Less haste more speed

CONTROLLING YOUR CHIMP

© Dr. Steve Peters

The 'chimp' is a term for one of the oldest parts of the brain, programmed to react to any form of threat and provoke a fight, flight or freeze response. It's not subtle, is incredibly strong and when activated takes over most of the brain's resources, limiting logical reasoning and focusing on just dealing with the threat. Ignoring it rarely solves the problem.

1. **Exercise the chimp-** vent your frustrations (safe space)
2. **Feed the chimp-** Assure the chimp of its worth. Point out the dangers of going with a gut reaction. Make it feel secure.
3. **Cage the chimp-** Calm and mindful mindset.
4. **Respect the chimp-** thank it for being aware of danger.

Chimp reasoning:

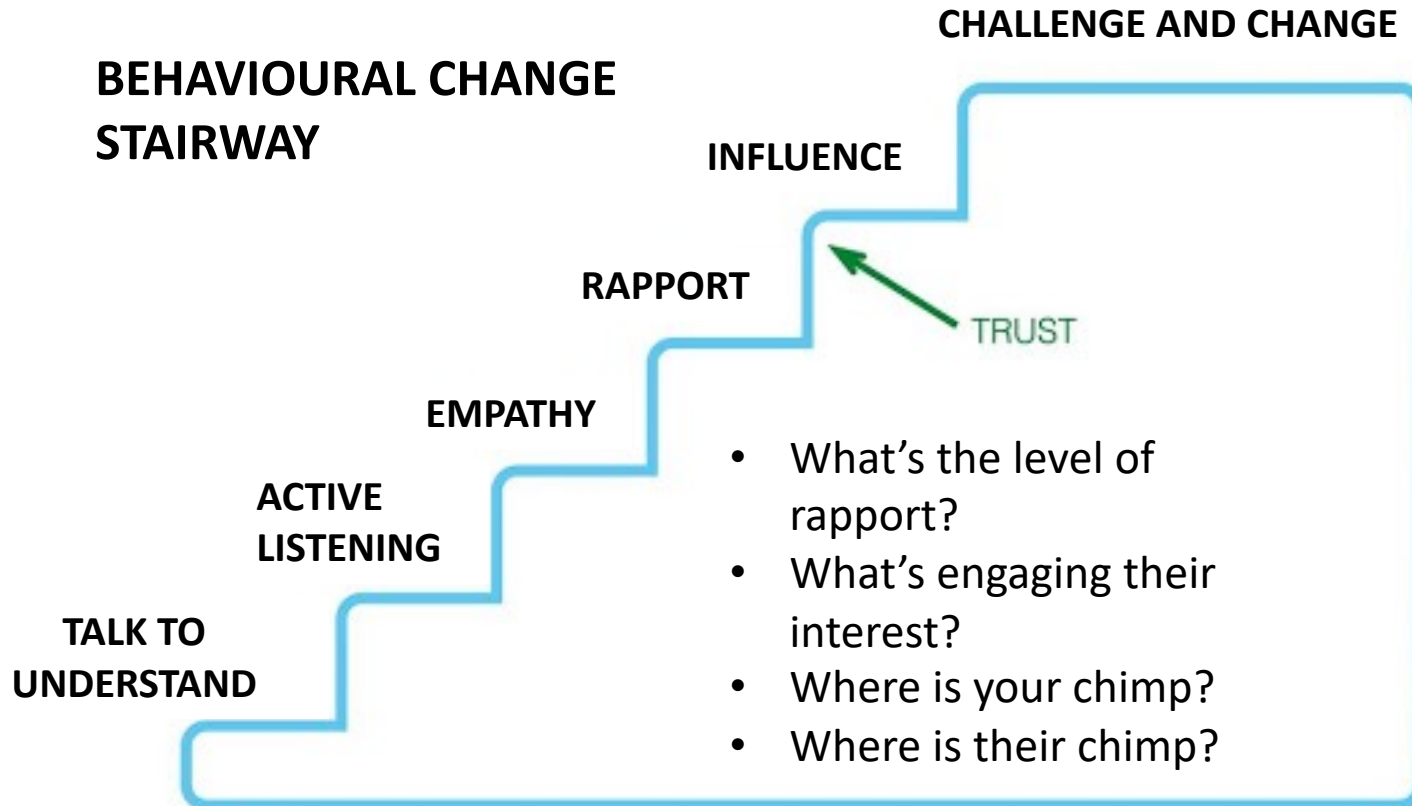
- Black and white thinking
- Blaming others
- Fixed mindset
- Instinctive decisions
(includes biases)
- Flight, flight or freeze
- Win or lose

Human reasoning:

- Understands grey thinking
- Considers different perspectives
- Growth mindset
- Logical decisions
- Calm and considered
- Trying your best

ESTABLISHING RAPPORT

Influencing others



PERSONAL REFLECTION GROWS

G

GOAL: What was I trying to achieve?

R

REALITY: What happened (other perspectives)?

O

OPTIONS: What else could I have done?

W

WHAT: What will I do differently next time?

S

SUPPORT: What support do I need?

HONESTY AND OBJECTIVITY

THE POWER OF LISTENING

Seeking to understand not to solve



MORE PIES

EFFECTIVE FEEDBACK

BICS: **B**ehaviour, **I**mpact, **C**hange, **S**upport

STEP 1: SHARE YOUR VIEW

- **Behaviours**- what happened, what did **YOU** see and notice
- **Impact**- what was the impact, how did it make **YOU** feel. What were **YOUR** expectations and standards?

STEP 2: UNDERSTAND THEIR STORY

- **Behaviours**- what happened, what did **THEY** do, see and notice. What were their reasons and intentions?
- **Impact**- what was the impact, how did it make **THEM** feel. What were **THEIR** expectations and standards?

STEP 3: PLAN OF ACTION

- **Change**- what do you think needs to change. Ideally agree actions, clarify reasons, standards and expectations.
- **Support**- what support is needed to help with the changes.

Note: Feedback is simply any information about performance. Skilful feedback is about doing it in a way that lands with the other person without them getting emotional or upset.

ACCELERATING TRUST

The leap of faith- **showing you care**



**DECLARE YOUR
INTENTION
AND AGENDA**



**SIGNAL YOUR
BEHAVIOURS
(THIS IS WHAT
I'M GOING TO
DO)**



**DO WHAT YOU
SAY**



**COURAGE TO
TRUST**



LISTEN WELL



**SHARE A
VULNERABILITY OR
MISTAKE**



**TRUST PSYCH
SAFETY**



**SEPARATE
BEHAVIOURS
FROM
INTENTIONS**



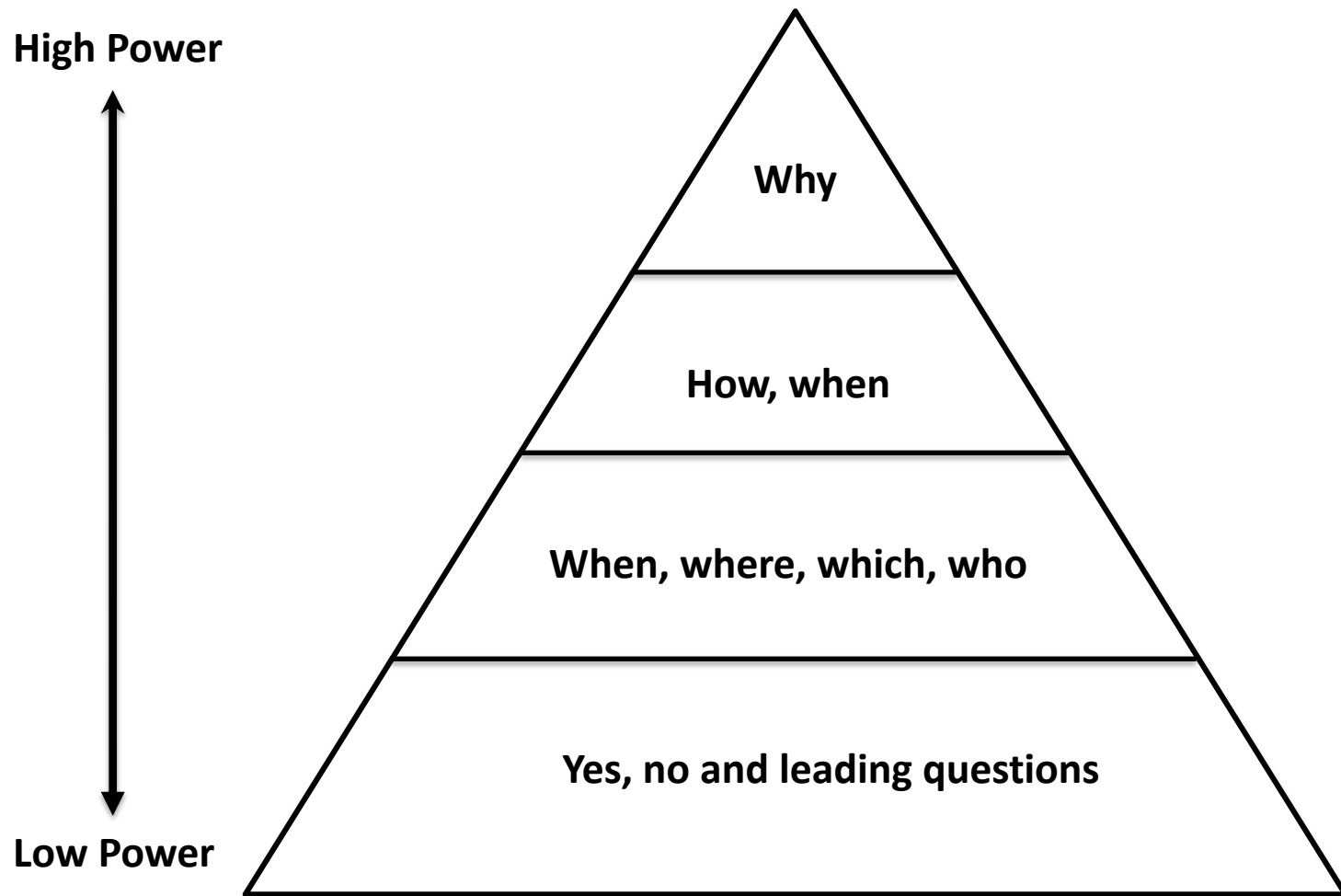
**PRAISE EFFORT
AND SUCCESS**



**STRAIGHT
TALKING**

EFFECTIVE QUESTIONING

Seeking to understand



6 COMMUNICATION BASICS



1. **ABC:** Accuracy, brevity, clarity
2. **3-way** communication (check understanding)
3. **Minimise 'noise:'** select the right time and place with minimum distractions
4. **Alignment:** Match body language and tone to match the message
5. **Assumptions:** Try to eliminate assumptions and personal biases
6. **Listen** to understand

VALUES = YOUR WORKING COMPASS

Your values are the things that you believe are important to the way you live and work. They (should) determine your priorities, and, deep down, will probably identify the way you measure if your life is turning out the way you want it to.

Caring	Collaborative	Adventurous	Respectful
Honest	Fair	Client focused	Thorough
Successful	Results driven	Excellence	Courageous
Curious	Go getting	Fun	Inclusive
Expert	Hard working	Supportive	Agile
Insightful	Open minded	Adaptable	Passionate
Challenging	Driven	Bold	Innovative
Winning	Integrity	Loyalty	Empowering
Proactive	Teamwork	Balanced	Harmony
Happiness	Efficient	Determined	Calm
Considered	Logical	Instinctive	Practical

Pick your top 5

LEADERSHIP SKILLS

TM John Adair



AIM: Clarity of direction
and goals

AIM: Alignment
Trust and cohesion

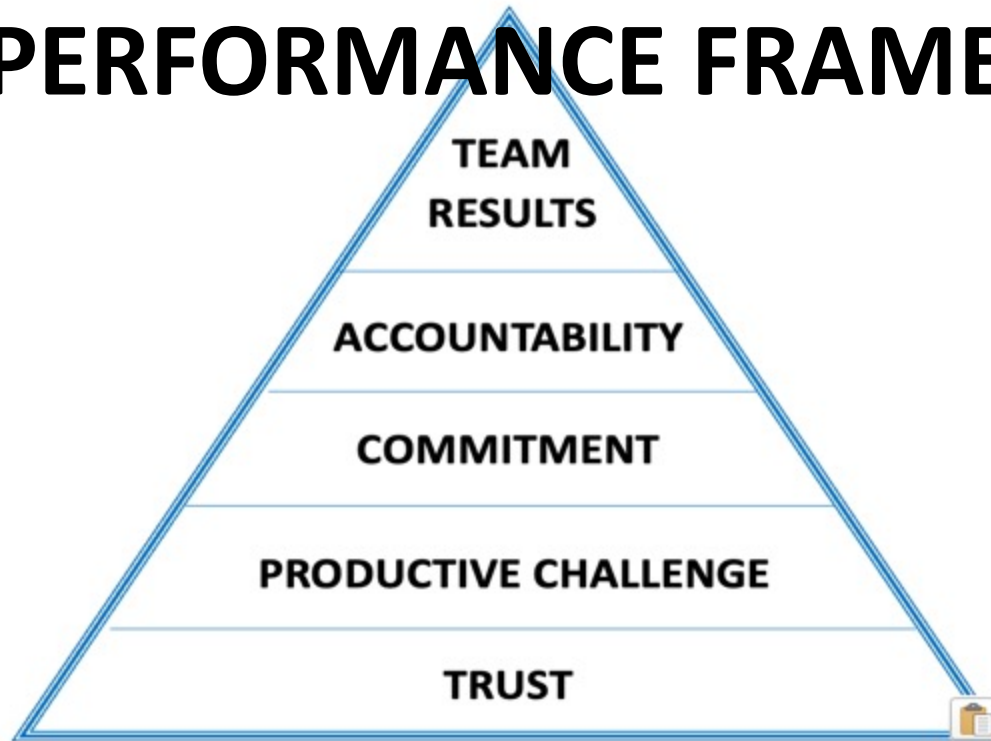
AIM: Engaged, inspired
skilful and resilient

KEY ATTRIBUTES OF A LEADER:

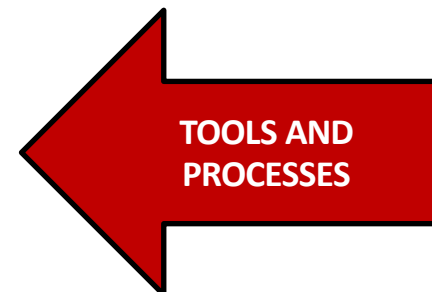
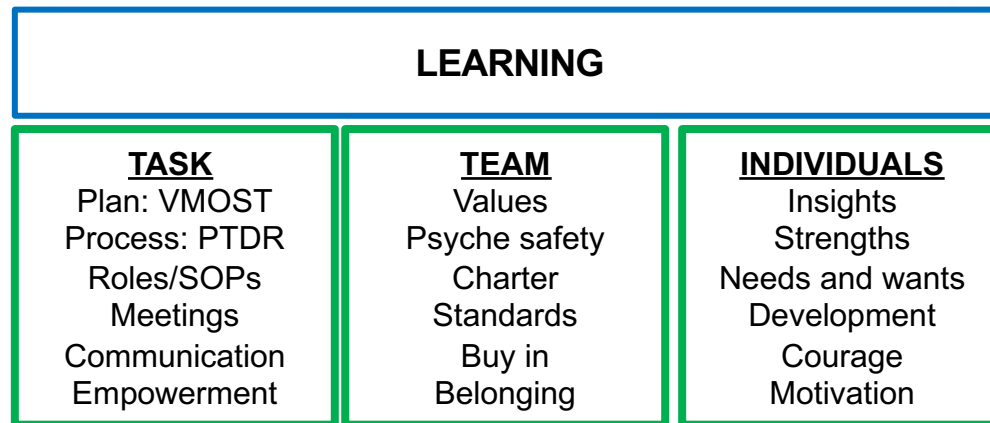
- Proactive
- Respectful
- Courageous
- Curious
- Committed
- Challenged and challenging

HIGH PERFORMANCE FRAMEWORK

KEY
FUNCTIONS
OF A TEAM



FOUNDATION
BASICS



RESULTING IN



Clarity of direction
and goals

Alignment,
trust and cohesion

Engaged, inspired
skilful and resilient

BRIEFS

What information do you need to give your team member to insure they can achieve the task.

Key areas to be covered:

- Situation, task and why (big picture)
- Their mission, what is the task they are being asked to achieve
- Key objectives (include the priorities)
- The standards you are expecting
- Resources available
- Restrictions, boundaries, constraints, safety, etc.
- Other activities they should be aware of
- Questions

BACK-BRIEFS

What information do you need to feed back to assure the leader that you have understood the task, know how to do it and are aware of the potential issues.

Key areas to be covered:

- Your mission and goals
- How are you going to achieve the main objectives.
- What resources will you need?
- How are you going to deal with the restrictions and constraints?
- Potential issues and how you will deal with them?
- Questions.

Vision

- *An attractive and clear view of the future which can be shared. It must motivate, be ambitious, and should stretch people to achieve more than they thought possible. This is what people buy into.*

Mission

- *A mission statement explains the team's reason for existence. It describes the team, what it does and its overall intention. The mission statement supports the vision and serves to communicate purpose and direction to employees, customers, vendors and other stakeholders.*

Objectives

- *The key objectives should focus on the areas that need to be accomplished to achieve the mission. They should be SMART (specific, measurable, agreed, realistic and time based). Try to identify the priority areas in this list.*

Strategy

- *This section is all about planning to do the things that will help achieve the key objectives. All of these have to support the overall mission. These often describe the mini campaigns and approaches to achieve each objective and what you are going to do*

Tactics

- *Tactics are much more focused on how you are going achieve the objectives and how they might play out in the real world. PLAN MEETS REALITY*

EXAMPLE

“Making the best ice cream in the nicest way”

“To make, distribute and sell the finest quality all natural ice cream that respects the Earth”

1. *Create an range of organic ice creams*
2. *To build a network of local suppliers*
3. *To market targeted countries*

Marketing Strategy:

1. *To advertise on social media*
2. *To create brand heroes*

Free cone days, when new customers are treated to free ice creams

WHAT GOES INTO A VISION STATEMENT



Be Concise



Be Clear



**Have a Time
Horizon**



**Make It
Future-Oriented**



Be Stable



Be Challenging



Be Abstract



Be Inspiring