



*Smart Teams: Creating Teams
That Succeed Together*

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President
LeadSmart, Inc.

9:15am – 10:30am
Wednesday, November 19

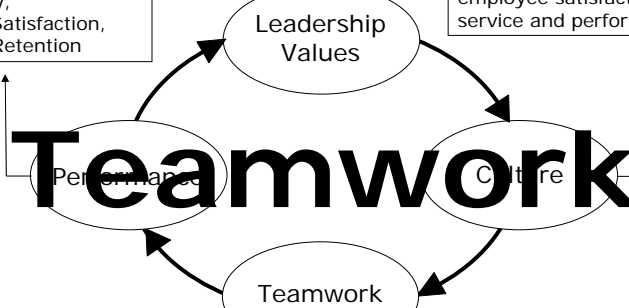
Smart Teams

Creating Teams that Succeed Together

What Drives Performance

Profitability,
Productivity,
Customer Satisfaction,
Employee Retention

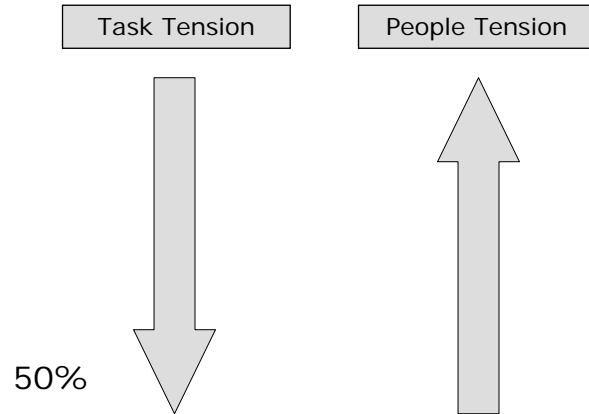
Relationship based values have the greatest long term impact on employee satisfaction, customer service and performance.



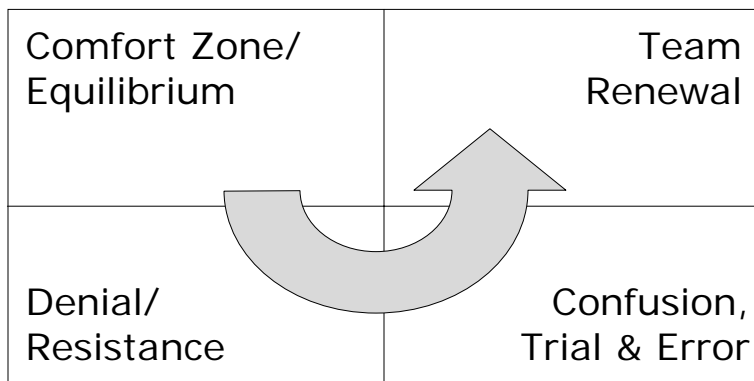
Teamwork can be analyzed by the balance of people focus (relationships) and task focus (productivity).

Workplace culture is defined by the combination of the physical environment, principles, and the underlying perceptions.

Team Productivity



Change Model



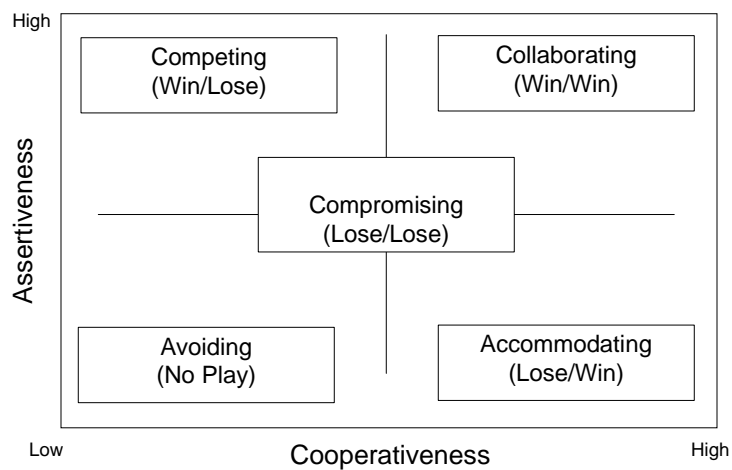
"Change is inconvenient even when it's for the better."

Team Conflict

Thomas/Kilmann Principles of Conflict:

- Conflict is inevitable.
- Conflict is neutral.
- You can not NOT deal with Conflict.
- There's no Right Way to deal with Conflict.

Thomas/Kilmann Conflict Model



Team Stress

STRESS DEFINED:

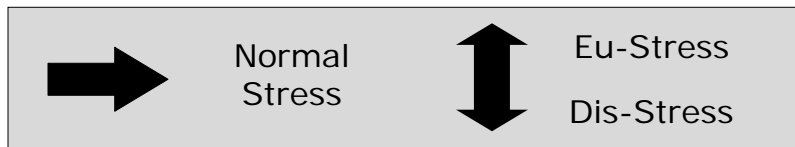
Webster: Constraining force or influence.

A physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in disease causation.

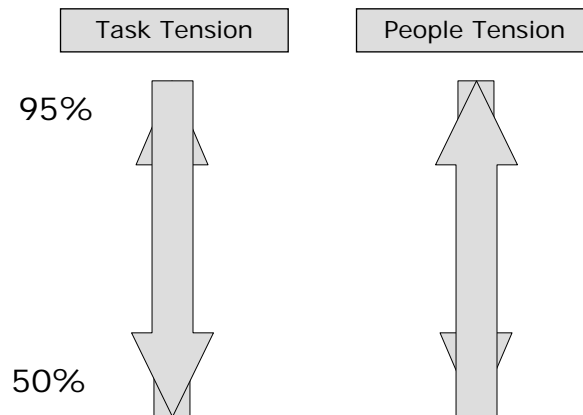
Selye: Wear and tear.

A nonspecific response of the body to any demand made upon it.

THE DEGREE OF STRESS:



Team Productivity

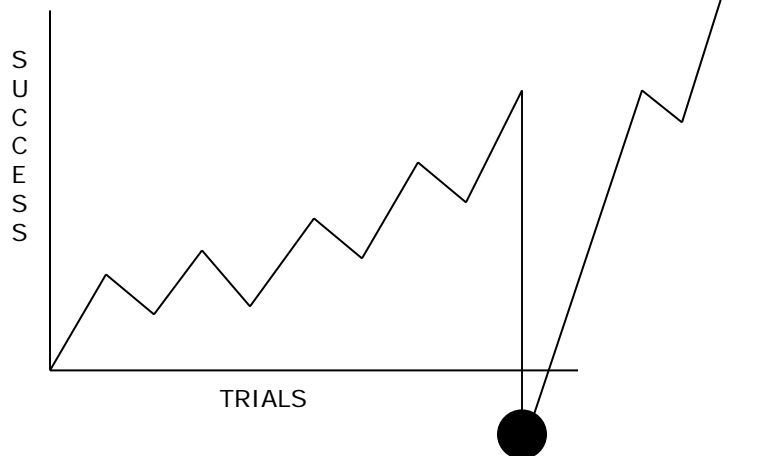


Team Productivity

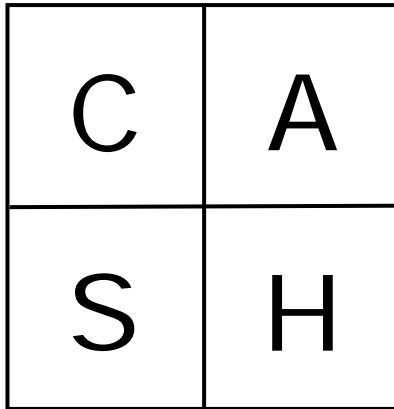
Areas of Focus:

- Learning & Talent
- Accountability & Ownership
- Relationships & Differences
- Alignment & Motivation

Team Learning



The "CASH" Box



Competencies

Attitudes

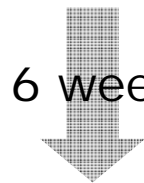
Skills

Habits

Team Talent

90 wpm

300 wpm



6 week speed reading course

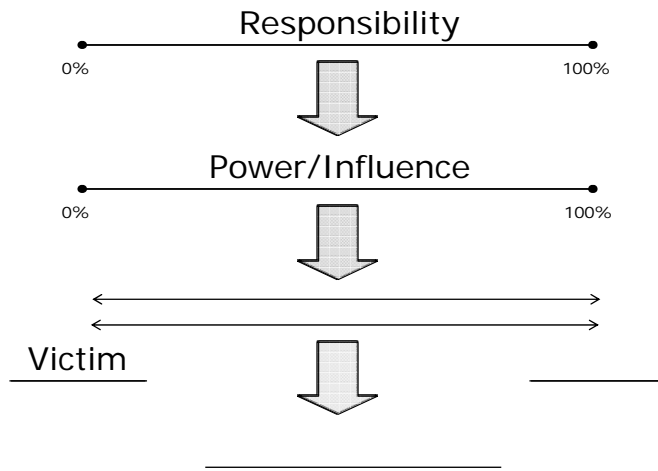


130 wpm

1500 wpm



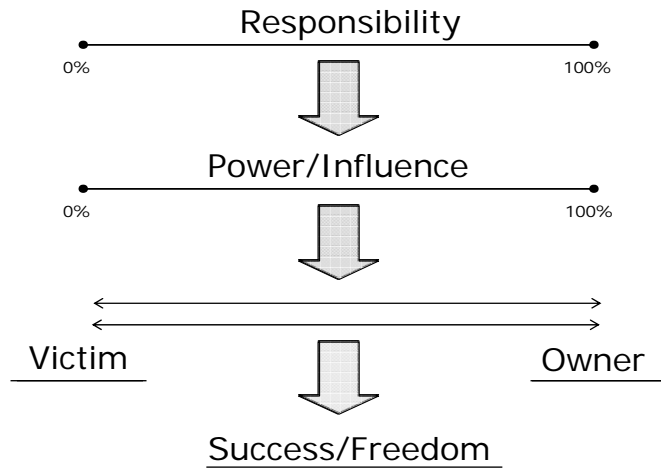
Team Accountability



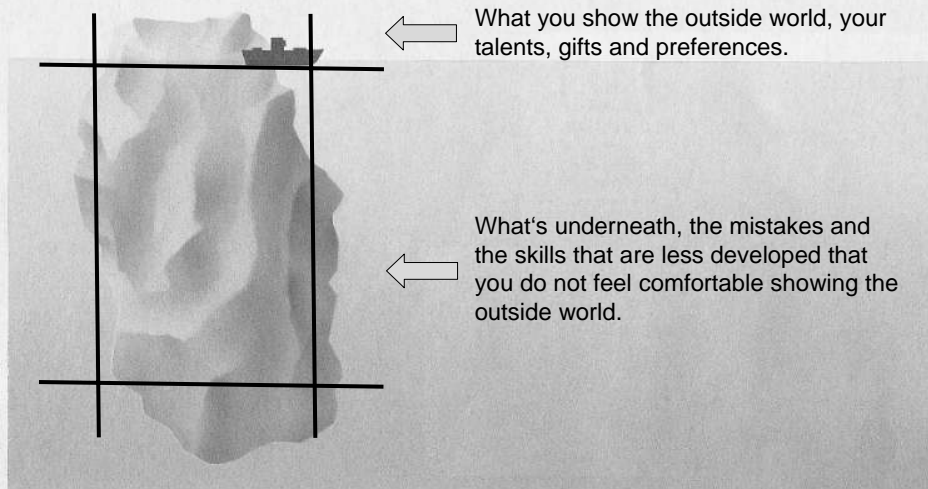
Victim Mentality at Work



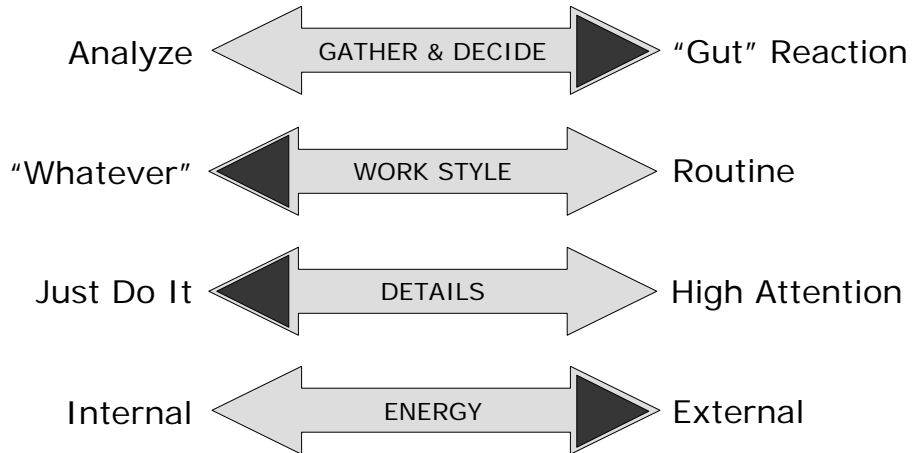
Team Accountability



Team Relationships



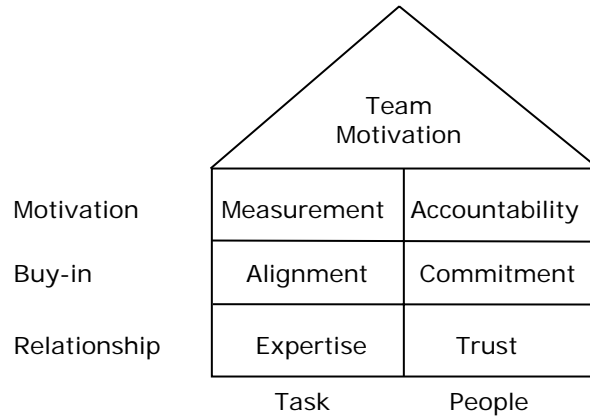
Team Differences



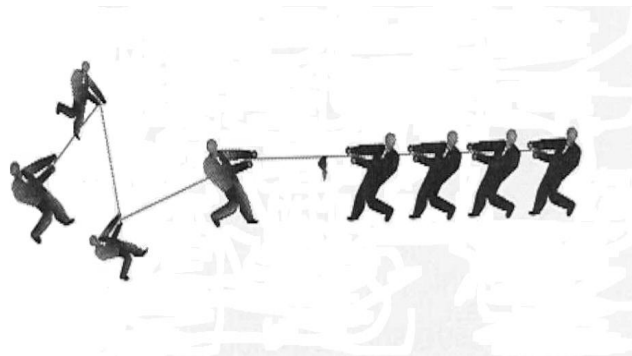
"TEAM" Model

1. Trust (Rely on)
2. Expertise (Skills & Abilities)
3. Alignment (Commitment)
4. Measurement (Accountability)

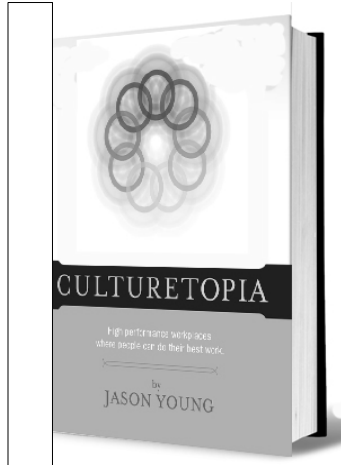
Team Motivation



Team Alignment



Thank You!



www.culturetopia.com

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