

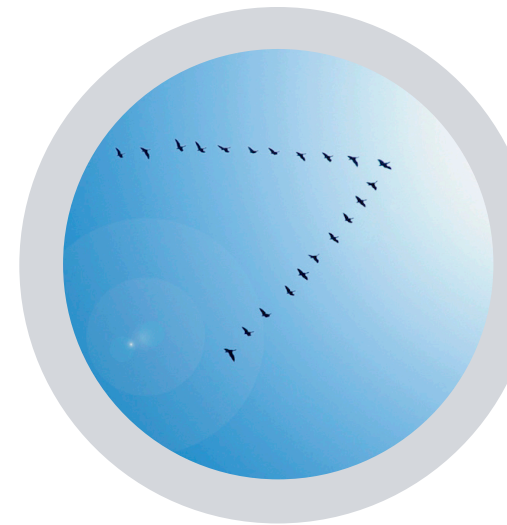
# High-Performance Teams

It has become common wisdom that teams are key to excellent results. So, what makes a great team? Over the past couple of decades, a good deal of research has been done on the characteristics of high-performance teams. Here are those we've found to be most important to success.

## Great Teams Have:

- Clear and compelling **Goals**: Are we all here for the same purpose? Do we agree on what success will look like?
- Agreed-upon **Measures** of success: Do we have agreed-upon ways to track our progress? Do we use our measures to hold ourselves accountable?
- Clear and agreed-upon **Roles**: Who's doing what? With whom do they need to work? Who's accountable for what part of the results?
- Simple and effective **Processes**: Do we have systems and mechanisms in place to ensure that we reach our goals effectively? Do we use them?
- High **Trust**: Do we interact with respect, consistency, honesty, and openness? Do we have good "trust accounts" with each other?

We work with client teams to self-assess around each of these elements, agreeing on where they see themselves now, and where they want and need to be in order to achieve great results. Then we support them to learn skills and establish mechanisms and agreements for improving in the elements they've targeted.



## Building a strong team

- Get agreement on what's most critical
- Reduce confusion and wasted effort
- Improve relationships and results
- Build trust and mutual support