How To Build High Performing Teams

Presented By
High Performing Systems, Inc.
Leadership Solutions for the 21st Century

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Today’s Presenter

Henry L. (Dick) Thompson, Ph.D.

- President & CEO, High Performing Systems, Inc.
- M.A., U.S. Army Command & General Staff College
- M.S. & Ph.D., University of Georgia

Areas of Expertise:
- Leadership
- Organizational Development
- Teambuilding
- Assessments (cognitive ability, personality, EI, FIRO)
- Systems Thinking
- Nonlinear Dynamical Systems

Co-Editor of The Handbook for Developing Emotional and Social Intelligence, 2009
The Stress Effect: Why Smart Leaders Make Dumb Decisions– And What to Do About It, 2010
Subject Matter Expert

Debra Cannarella

- Director of Operations
- High Performing Systems, Inc.
- BA, Auburn University
- Areas of Expertise:
  - Assessments (EQ-i, MBTI instrument, Element B, etc.)
  - Consulting (Talent Management systems, leader transitions, teambuilding)
  - Training (train-the-trainer certifications)
  - HPS proprietary assessments and consulting processes

A Team is:

An interdependent grouping of individuals organized around a process, each performing a critical function required for process success.
A High Performing Team is:

A team that consistently and expeditiously outperforms its peers. --- Thompson, 1984

High Performing Teams Characteristics

- Clear goals
- Teamwork
- Focused energy
- Innovation
- Common language/ Communication
- Compatibility
- Adaptability
- Shared values
- Standard procedures
- Constructive conflict
- SOPs
- Communication
- Trust
- Decisiveness
Major Challenges

- Interpersonal Conflict
- Lack of Trust
- Poor Role Definition
- Lack of Planning
- Turfism
- Internal Competition
- Poor Communication
- Incompatibility
- Cognitive Ability (senior teams)

Techniques for Building Teams

- Team Charters
- Processes & Procedures
- Rehearsals
- Off-sites
- Training
- Metrics
- Conflict Resolution
- Celebrate Successes
Inclusion

Control
Openness

- Open - Closed
- Listening
- Sharing
- Self-disclosure
- Cohesion
- Loyalty
- Trust

Control

- Top - Bottom
- Who is in charge?
- Influence
- Confrontation
- Challenging the leader
- Responsibility
- Clique formation

Inclusion

- In - Out
- Why am I here?
- How do I fit?
- First impressions
- Polite
- “Goblet issues”
- “Parking lot talk”
- Looking for similarities
- Identifying with leader
Compatibility Impact on Relationships

- **Short-Term**
  - Stranger group
  - One-time meeting
  - Reception

- **Mid-Term**
  - Project team

- **Long-Term**
  - Marriage
  - Work
  - Close friends

Emotional Intelligence

A person’s innate ability to perceive and manage his/her own emotions in a manner that results in successful interactions with the environment and, if others are present, to also perceive and manage their emotions in a manner that results in successful interpersonal interactions.

---Dick Thompson, Ph.D., 2005
EQ-i 2.0

EQ-i 2.0
assess. predict. perform.

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Emotional Intelligence

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Teambuilding Tools

Emotional Intelligence Instruments
Now Enrolling at www.hpsys.com!

Talent Management & Assessments Webcasts

Topics Include:

- How to Use Assessments – The Science of Hiring & Promoting
- The Stress Effect – Why Smart Leaders Make Dumb Decisions
- How to Build Stress Resilient Emotional Intelligence™
  - The Linkage Between the MBTI® and Other Popular Instruments
  - The CommunicationWheel® for Coaches
  - Element B™: The Ultimate Teambuilding Tool

Schedule A Training

High Performing Systems (HPS) is a leader in using a systems approach to help people, teams and organizations improve performance. Since 1984, HPS has provided consulting, coaching & training for people and organizations around the world. Clients are Fortune 500 companies, government agencies, and a diverse group of public, private and international firms.

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