

## High-Performing Teams Workshop

This workshop helps teams — new or existing, at any organization level — build the skills and process to work together more effectively while creating better outcomes for your customers.

Karl Schoemer applies the 5-step pyramid process popularized by Patrick Lencioni in the Five Dysfunctions of a Team:

### **BUILDING TRUST**

Members of great teams trust each other on a fundamental, emotional level and are comfortable being vulnerable with each other about weaknesses, mistakes, fears, and behaviors. They get to a point where they can be completely open without filters. This is essential because . . .

### **MASTERING CONFLICT**

Team members who trust one another are not afraid to engage in passionate dialog around issues and decisions critical to the organization's success. They do not hesitate to disagree with, challenge, and question one another — all in the spirit of finding the best answers, discovering the truth, and making great decisions. This is important because . . .

### **ACHIEVING COMMITMENT**

Teams that engage in unfiltered conflict are able to achieve genuine buy-in around important decisions, even when various members of the team initially disagree. That's because they ensure that all opinions and ideas are put on the table and considered, giving confidence to team members that no stone has been left unturned. This is essential because . . .

### **EMBRACING ACCOUNTABILITY**

Team members who commit to decisions and standards of performance hold one another accountable for adhering to them. What is more, they don't rely on the team leader as the primary source of accountability; they go directly to their peers. This matters because . . .

### **FOCUSING ON RESULTS**

When team members trust each other, engage in and resolve conflict, commit to decisions, and hold one another accountable they're more likely to set aside individual needs and agendas to focus on what is best for the team. They don't place their departments, career aspirations, or ego-driven status ahead of collective results that define team success.

We add to these 5 areas 25 years of experience in combining behavior-based coaching and a proven process for increased team effectiveness.

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Team effectiveness doesn't just happen, and individuals who come together to create better outcomes for customers generally don't automatically do so effectively. Authentic teamwork takes learned skills, commitment, trust, shared sense of purpose, accountability, and dedication to team results — from all team members; these can be developed only with effort, over time.

The High-Performing Teams Workshop supports this skill development with practical tools.

## Delivery Format

The time, length, number of sessions, and format of this coaching and process are customized to your team's needs and objectives.

### **OBJECTIVES**

Participants will learn and practice:

- Giving and receiving feedback
- Clarifying roles
- Solving problems
- Building trust
- Creating accountability and commitment
- Engaging in productive dialog/  
conflict
- Effective decision making
- Improved communication
- Managing conflict.

All are focused on creating better outcomes for your customers