

## Building a High Performing Team

- Successful managers infuse their employees with a clear sense of purpose. Employees need clarification in goals, priorities and what constitutes success. Define excellence vividly and quantifiably if possible.
- The starting point of high performance is to identify the key results areas of your work and the work of your team.
- The reason some people get more done faster is because they are absolutely clear about their goals and objectives and they don't deviate from these priorities.
- The major reason for procrastination and lack of motivation is vagueness, confusion and fuzzy mindedness about what you are trying to do and for what reason.
- High performing teams come from high relating people.
- Engaged employees are those whose work gives them the opportunity to grow while doing work they love and solving problems they care about.
- The mood of the leader impacts not only the mood of the team members but it also impacts their productivity and cooperation as well.
- A negative work environment is characterized by cynicism, frustration and gossip. There is a feeling of lacking things that matter such as respect, resources, information and opportunities.
- A positive work environment inspires, invigorates and challenges. Employees have positive relationships with each other. They see work as adding to their quality of life. There is a feeling that they get what they need such as work-good relationships, meaningful work, the opportunity to learn and grow and the ability to make a difference.
- In a positive work environment employees know what is expected and what they can expect from meeting or not meeting those expectations.
- Leaders build positive teams by focusing more on what is right than what is wrong and by expressing gratitude and appreciation for effort and accomplishment. High performing teams create ways to celebrate the work of individuals and the accomplishments of the entire team.
- When recognition is applied to the four pillars of good management (goal setting, communication, trust, and accountability) it accelerates employee performance and engagement.

- Employees who feel valued and appreciated are much more likely to be fully engaged and actively contribute to the success of the department. Recognition must be specific. Generic praise implies that the manager is not really aware of the unique contributions the employee brought to the team.
- Recognition formula-Tell the person exactly what he /she did that was good. Explain the value of the achievement. Say thanks in a way that is sincere and authentic to you.