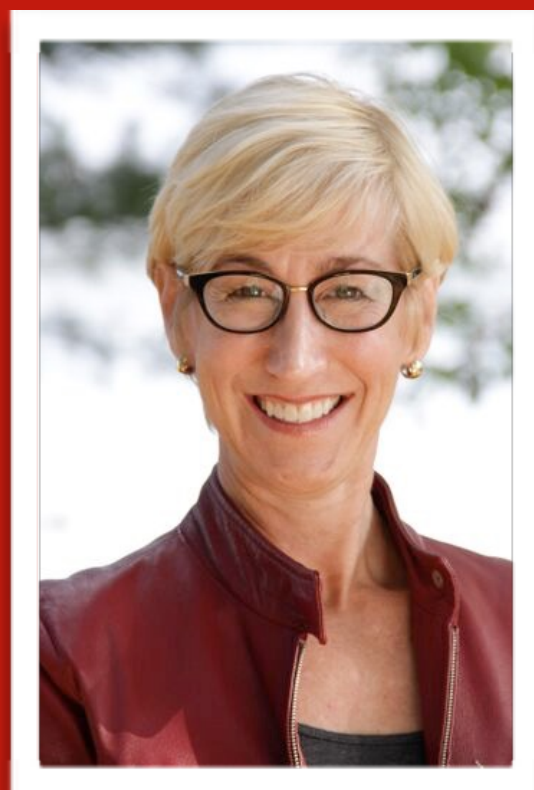




PRESENTED BY:
Annie Hyman Pratt

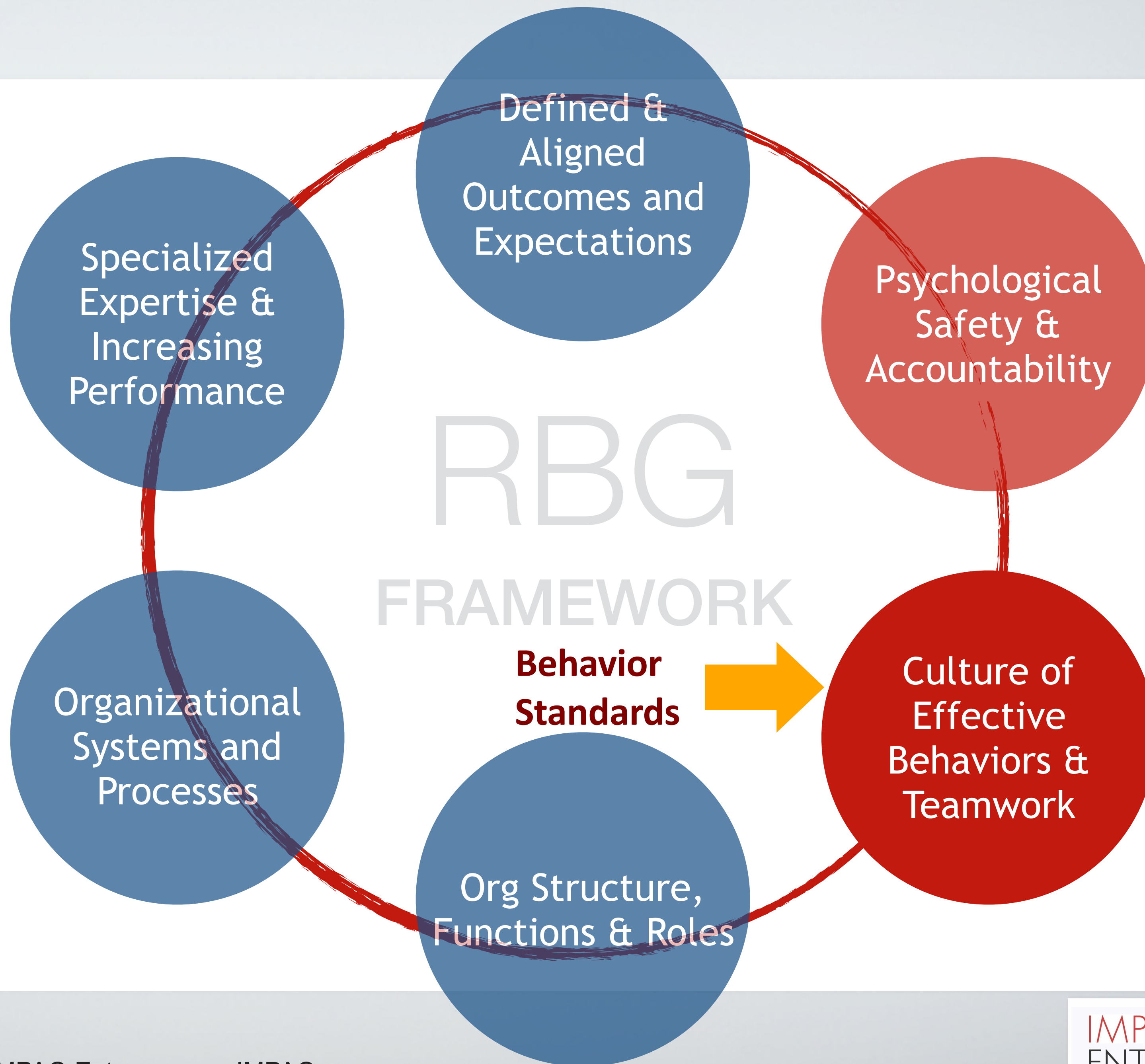


IMPAQ
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Rapid Business Growth Online Program

Team Success Standards

RAPID BUSINESS GROWTH FRAMEWORK





What We're Covering

- Team Collective Behaviors - What they are, why they matter
- How you can change Team Behavior
- Team Success Standards - Your key to improving how your team functions
- Implementing Team Success Standards



Collective Behavior - What's the Big Deal?



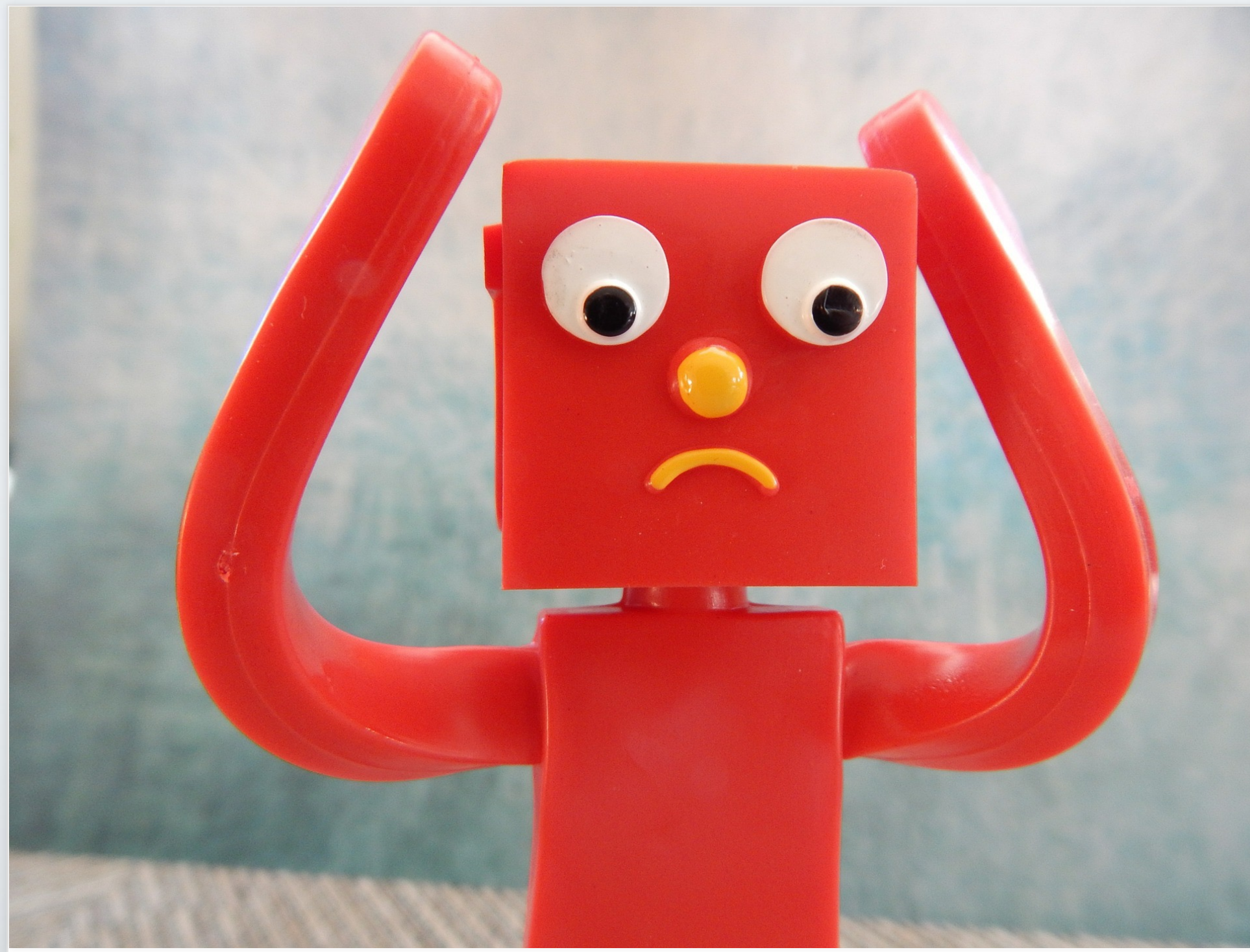
The Crucial Missing Piece





Working with Behavior is totally misunderstood and overlooked

Example: What people say about lack of Efficiency



“We need people that are more dedicated”

“The team just needs to prioritize better”

“Do it or delegate it! And train people!”

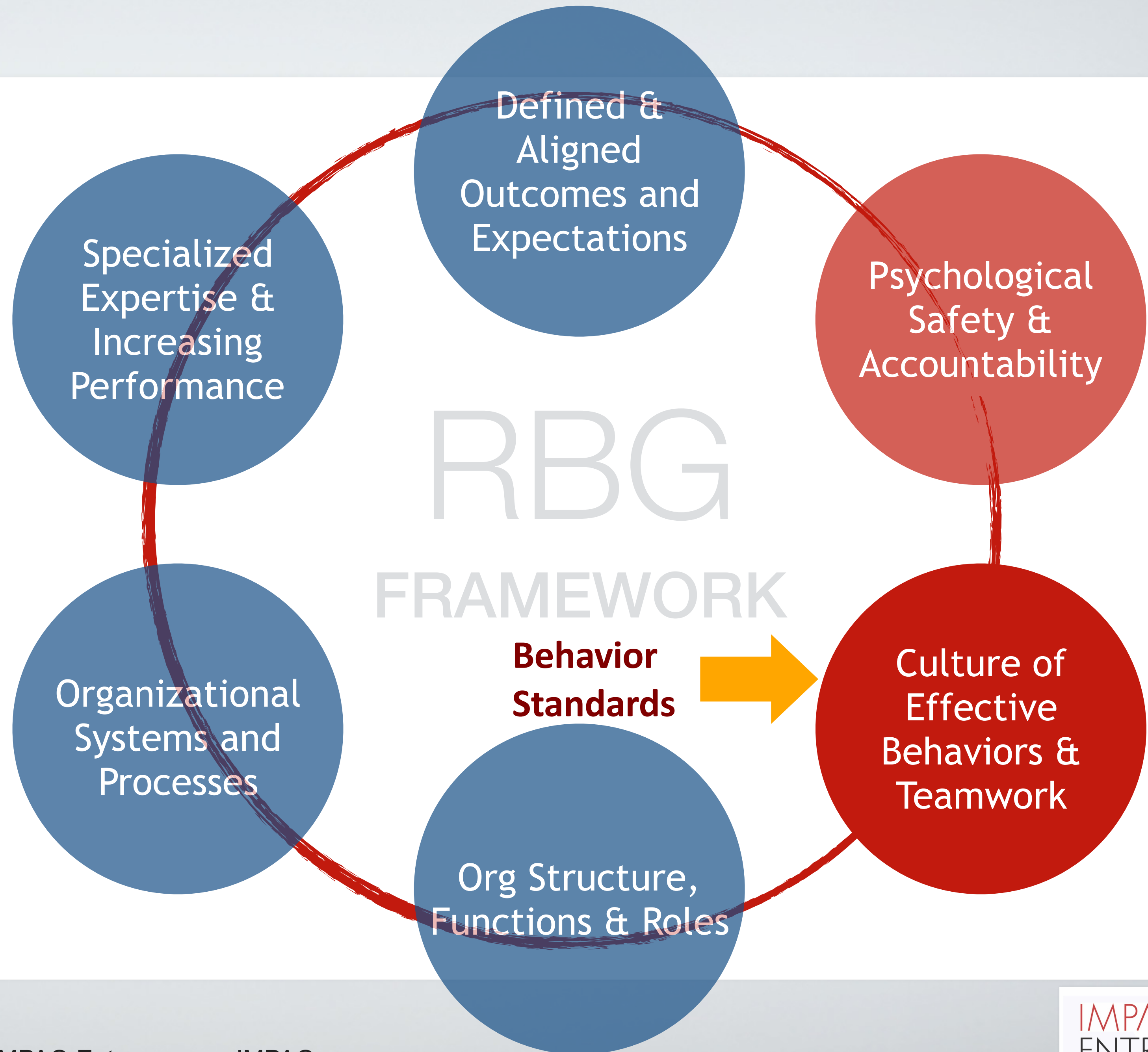
“We need way more processes so people know exactly what to do - step by step”

“It’s not a people problem, it’s a systems problem”

“People just don’t know their roles clearly”

“Efficiency”
involves
multiple
competencies
in multiple
buckets

It’s highly
complex!





So How Can We Actually work with Behavior?





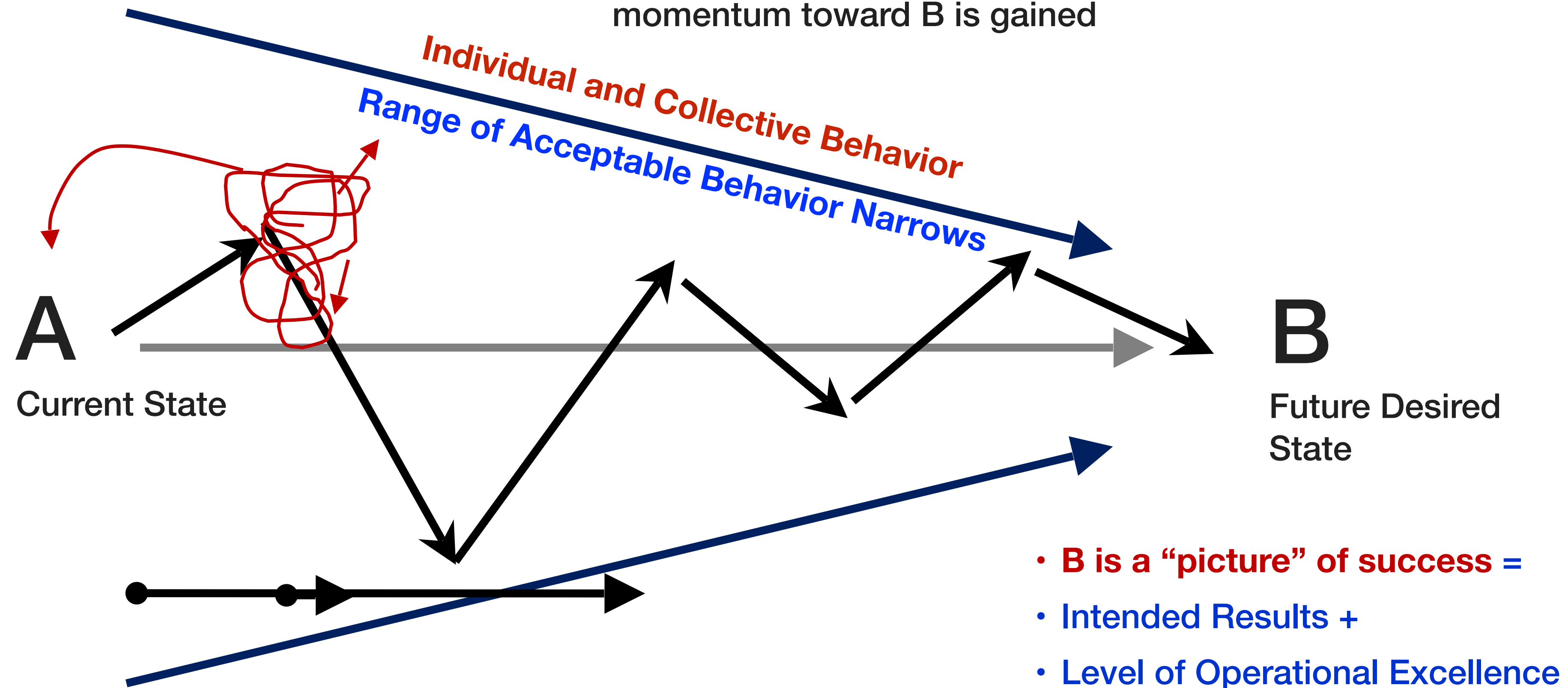
A Team Success Standard is a
**Detailed Behavioral
Expectation Statement,**
based on how you'd be
executing (working as a team)
from State B - when you've
achieved your vision

A to B Business Growth and Transformation

Key

Points:

People want to return to A when challenges hit, but A is no longer available -
Level 2 Leaders are so aligned with B that the attraction of A is gone - they have a sense of completion with A as more momentum toward B is gained





Team Success Standard Example

Unified Messaging - Speaking With One Voice

- ✓ When solving issues, making changes, and beginning new projects or initiatives, **Leaders align themselves and form unified messaging** that they then utilize when communicating to their teams and anyone in the organization.
- ✓ If a Leader finds that the agreed upon **messaging** either **isn't working**, isn't accurate, or needs changing, that Leader will raise it with **the Leadership Team** and form **new agreements**, and will **NOT** go rogue with their own messaging.



A Few Words on Company Values.....

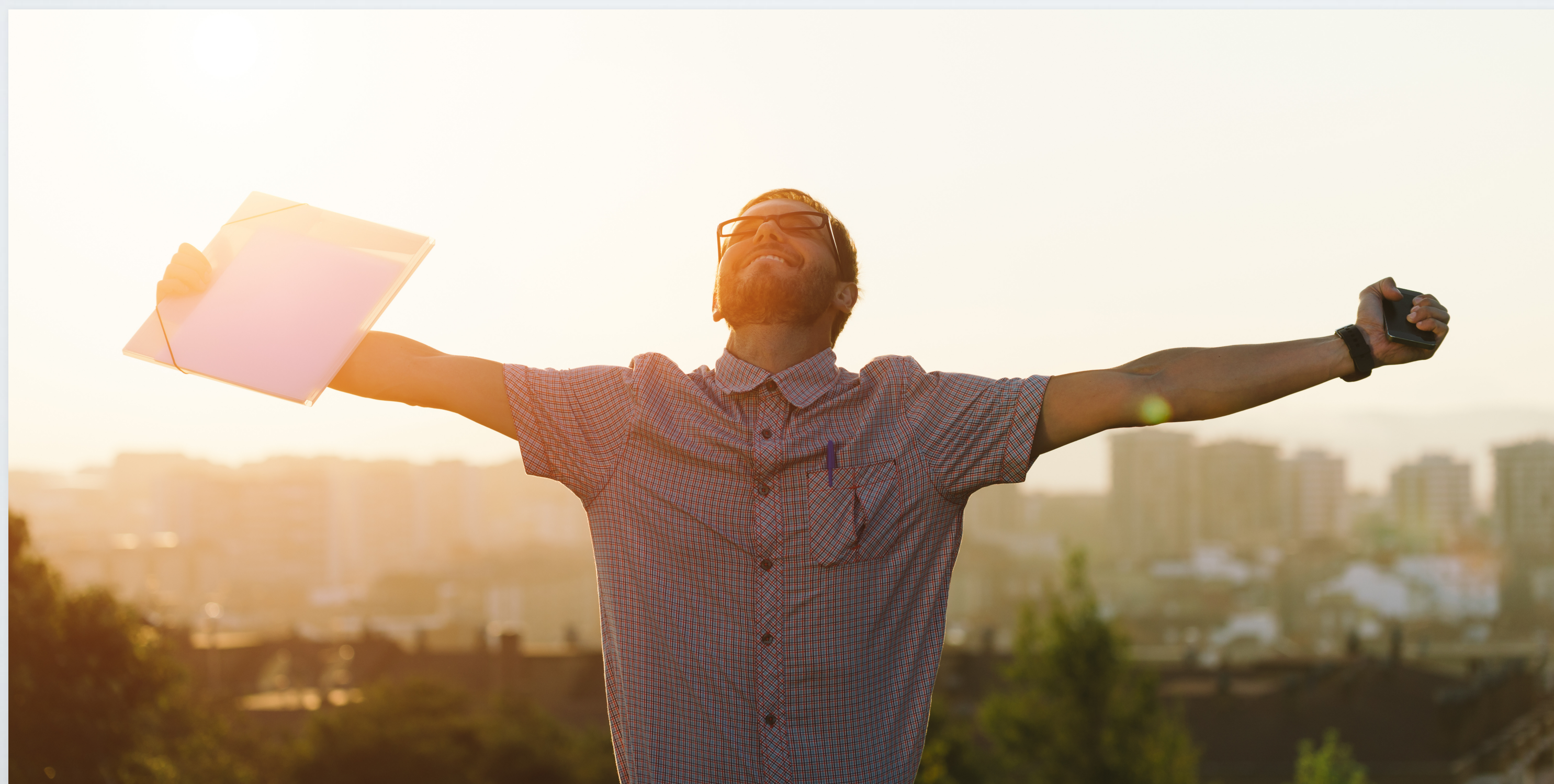




Creating Your Team Success Standards



Anchor in your B-State and Your Big Goals





Think About What Needs to Change in How You Work Together to Achieve the Goals?





You Team Success Standards Answer this Question:

If you (the company) are already accomplishing your B-State, and your team is achieving the highest level of operational excellence, how would the team be behaving, acting and interacting differently than they are now (in the current state)?

Team Success Topic Areas

- Accountability
- Communicating Context
- Conflict Resolution
- Consistency
- Cross-Functional Collaboration
- Customer Service
- Inclusive Decision-Making
- Documentation
- Efficiency
- Financial Results
- Follow-Through
- Information Sharing
- Leadership
- Measurable Results
- Meeting Effectiveness
- Performance Coaching
- Process Improvement
- Project Management
- Quality
- Recognizing Success
- Recovery Plans
- Resource Sharing
- Surfacing and Solving Problems
- Speaking With One Voice
- Strategic/Proactive
- Teamwork
- Track Leading Indicators
- Use of Technology





Team Success Standards

- Descriptive behavioral statements – How to's
- Observable – Can demonstrate you are doing it
- Can be measured, sensed or tracked
- Must be a STRETCH - a Significant DO DIFFERENTLY!

They are NOT Philosophical Values or Goals!



Team
Success Standard
Example:

Inclusive
Decision
Making

When making decisions, we (each team member) will include those that are involved and impacted, seeking their input even if one team member has the full authority to make the final call.

We utilize recovery plans, knowing that implementing a decision sometimes doesn't go according to plan.

When a decision is a mistake, we are comfortable admitting it, we raise it to those involved immediately, and we modify the plan or revisit the decision as needed.

We also don't blame or criticize each other for poor decision making, instead we focus on the go-forward actions and learning.



Team
Success Standard
Example:
Process
Improvement

We continually improve processes to reduce waste, provide the most efficient cost-effective product, reduce stress and save time for ourselves and our customers.

We do this by systematically raising in our meetings the areas that process improvement is needed, prioritizing which are most important each quarter, and selecting leaders and teams to drive the creation and implementation of the selected improvements.

Every team member is responsible to raise process improvement issues and ideas, and to participate and support in the implementation of improvements and new solutions.

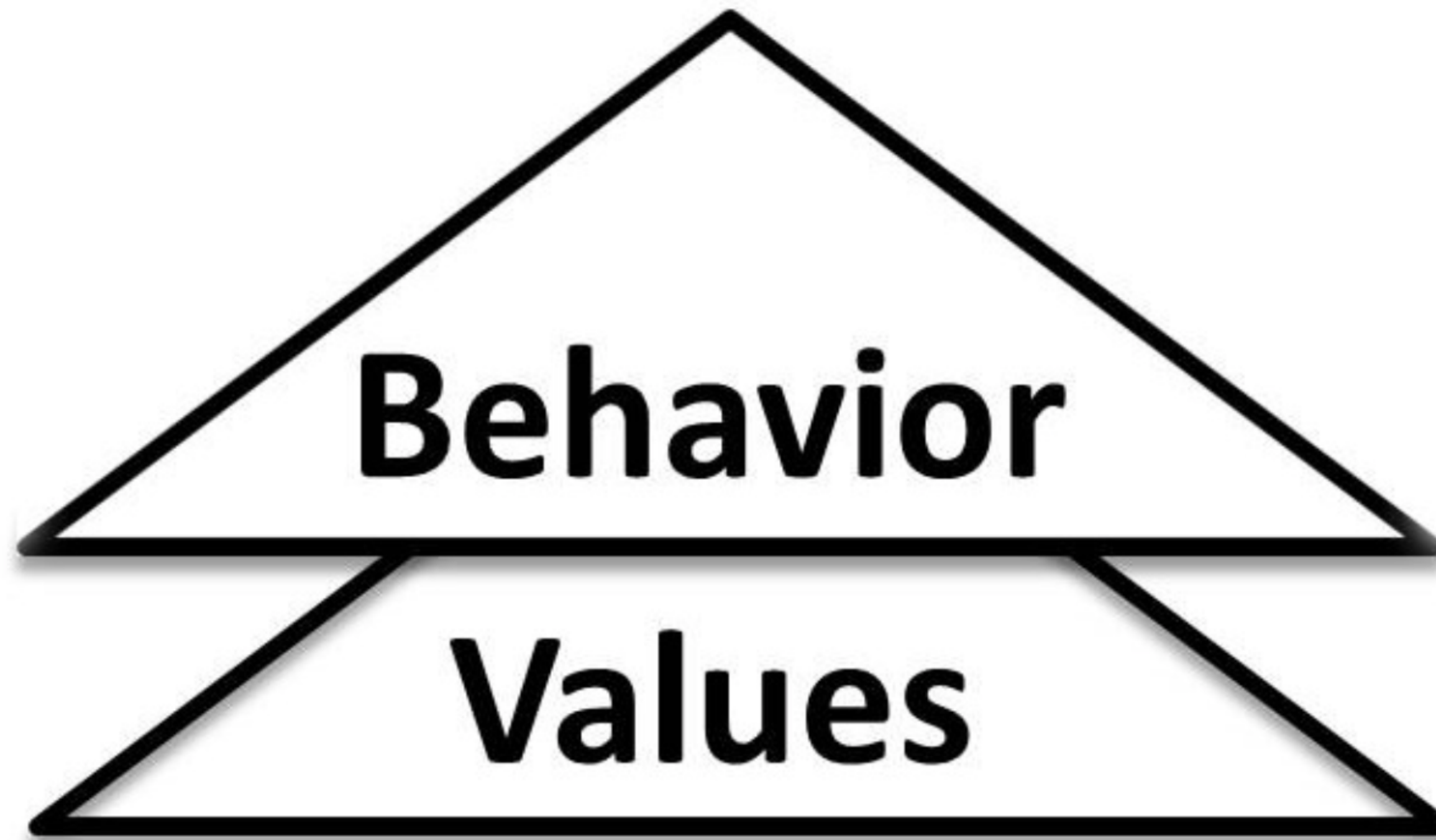


OMG - This is Overwhelming! Where do I start?





Turn Your Values into Demonstrated Behaviors - A Great Place to Start





Utilize Specific Situations and Challenges, Addressing them with Do-Differently Behavior





Notice Ineffective Behaviors and Make a List of the Ones you Want to Address





Choose the Place and the People to Include To Develop the Team Success Standards





Where & When Do You Utilize and Review Team Success Standards?

- During Strategic Planning Sessions or All Team Meetings
- During Team Meetings (for ongoing review) or Project Meetings
- When doing New Projects / Project Charters
- When executing High Stakes Projects or Events
- When making Organizational Changes or Strategy Changes



Over Time, Success Standards Become Habits

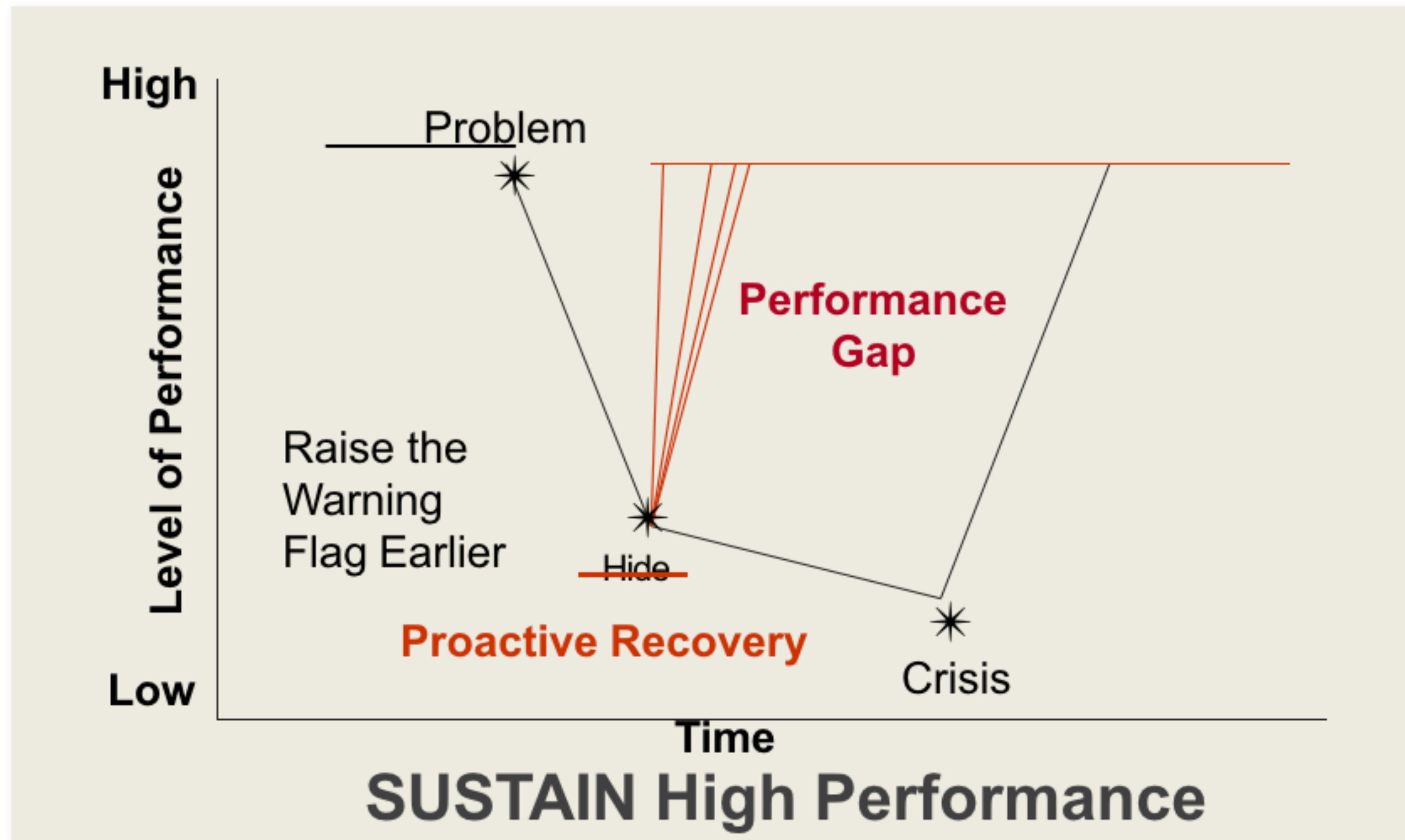
Example: Proactive Recovery





#1 Success Habit For Rapid Growth and Change

Proactive Recovery





“Your Team Success Standards first become habits, and those habits then become your culture”

- Annie



“When a habit emerges, the brain stops fully participating in decision making. It stops working so hard, and can divert focus to other tasks and thinking....because the habit pattern of behaviors unfolds automatically”

- Charles Duhigg
- The Power of Habit



This is why Culture Eats Strategy for Breakfast





Remember, You Don't Need to do this Perfectly.... That's not even possible

Progress
not
Perfection



How Will You Start?



Team Success Standard Homework

- Download the Team Success Standard Worksheet
- Think about the habits or group behaviors that need to change to reach your B-state.
- Write those into your worksheet.
- Choose one that you think is highly important and follow the instructions in the worksheet to write your new Success Standard
- Utilize your Success Standards every day!
- Review them in team meetings, on projects, and when resolving issues and add to or modify them when needed



“Champions don’t do extraordinary things. They do ordinary things, but they do them without thinking, too fast for the other team to react. They follow the habits they’ve learned.”

- Charles Duhigg
author, *The Power of Habit*

IMPAQ ENTREPRENEUR

Rapid Business Growth through Next-Level Leadership & Team Driven Results

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