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### TEAM SUCCESS STANDARDS ACTION GUIDE

Creating a Culture of Collective Behaviors

Success clearly describes how all areas of your team or project will look when you are accomplishing your Picture of Success. These Success Factors specify what people will be “doing differently” to achieve a new standard of excellence.

Team Success Standards are created by answering the following question:

“If you are already accomplishing your Picture of Success at the highest level of excellence imaginable, what will it look, sound and feel like when you walk into your team?”

Consider the following common Team Success Standard categories in organizations:

o Accountability o Meeting Effectiveness

o Communication o Performance Coaching

o Conflict Resolution o Process Improvement

o Consistency o Project Management

o Cross-Functional Collaboration o Quality

o Customer Service o Recognizing Success

o Decision Making o Recovery Plans

o Documentation o Resource Sharing

o Efficiency o Safety

o Financial Results o Speaking With One Voice

o Follow-Through o Strategic/Proactive

o Information Sharing o Teamwork

o Leadership o Track Leading Indicators

o Measurable Results o Use of Technology

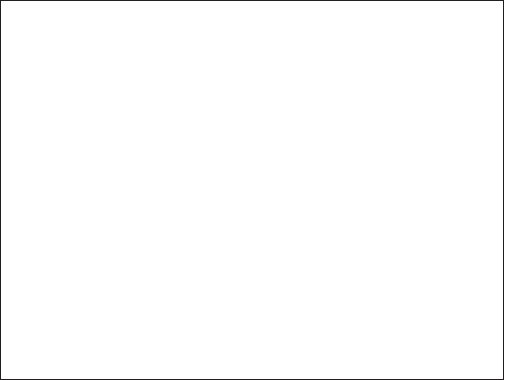
o Surfacing and Solving Problems o Outcome Focus

Step 1: Identify the Categories Important to Your Team

Identify the different categories that you think are critical to the success of your team. You can start by taking the categories from the previous two pages that fit for your team. These categories can include: customer service, project management, communication, information sharing, teamwork, quality, responsiveness, professionalism, etc.

Add any qualities contained in your Picture of Success that could use further definition or clarification. Make sure you include any areas of your team’s performance that need improvement.

Categories for Developing New Team Success Standards



Step 2: Writing Team Success Standards

Once you have identified all of the categories that you want represented, it is time to describe each of those categories in a way that would demonstrate excellence for your team. You can do this as a group or assign single categories to an individual and then the group can review.

Team Success Standards for are:

* Descriptive behavioral statements — How to’s
* Observable — Can demonstrate that you are doing it
* Can be measured, sensed or tracked
* A stretch

They are not:

* Philosophical
* Goals (Goals go away when you complete them; Team Success Standards do not.)

Use the space on the next pages to write your descriptions of the categories that you chose. Remember that you want to be as detailed, descriptive and clear as possible.

Example

|  |  |
| --- | --- |
| **Current State A** | **Future State B** |
| **1. Reacting to situations or impulsive behaviors/actions** | **1. Self-aware and aware of their actions/impact on others** |
| **2. Align with staff and act disempowered or victimized** | **2. Align with leadership and aware of (demonstrate) a positive influence on others** |
| **3. Questions or misunderstanding is presented in a negative or critical manner** | **3. Questions or misunderstanding is resolved through neutral clarifying questions asked in a neutral or positive and curious manner** |
| **4. Utilize people based on personal preference and friendships** | **4. Utilize people based on actual abilities, development goals, and business/patient needs** |
| **5. Only add value for your work group** | **5. Add value by helping and assisting other departments deal with challenges or enhance their success** |
| **6. Ignore issues that are outside of the scope of your department or level of authority** | **6. Promptly surface issues outside your scope of responsibility or authority by raising it to the appropriate leader with support for resolving the issue if needed** |
| **7. Become paralyzed when you aren’t clear about the resources needed to guide action** | **7. Seek to know where you can get the appropriate resources (people or policies), or how to access resources to resolve a challenge or issue** |
| **8. Refrain from sharing information that you don’t think people need to know** | **8. Regularly communicate with employees about the organization and changes being made, and elicit and share feedback or ideas for improvement** |
| **9. Ignore conflicts and team breakdowns** | **9. Build and encourage positive teamwork and resolve conflicts** |

**Team Success Standards: Behavioral Expectations**

Choose the most important Areas and Behaviors and describe:

|  |  |
| --- | --- |
| **Current State A**  **Behaviors, Actions, Attitudes** | **Current State B**  **Behaviors, Actions, Attitudes** |
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Remember: Your new Team Success Standards

* Must be a STRETCH - a Significant DO DIFFERENTLY!
* They are NOT Philosophical Values or Goals!

Team Success Standards Worksheet

1. Choose One Success Standard that the Team must improve to achieve B.

2. Describe fully the “Do Differently” behaviors, actions and attitudes.

3. How will the Team measure and track progress?

4. How will the Team recover if things get off track?

5. How will the Team recognize success?

Team Success Standards 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