



TEAM
DEVELOPMENT
ACADEMY



Build your ultimate high performing team

Creating empowering work experiences

The eight steps required for a team build

A high performing team is a must for leaders. Without a great team vibe, being a leader will feel like “Mission Impossible”



1.

Clarify the purpose and vision

The first part of step 1 involves alignment of team members on the purpose, or the **why**. Get agreement on what part your team plays in achieving the overall mission of your organisation - and in what way does this **why** matter. The second part is about the vision. What will success will look and feel like? Step 1 gives each team member a sense of purpose and meaning.

2.

Build a foundation for trust

Building trust requires a process. Step 2 involves team members sharing information about themselves. How they tick. What are their values. What are the life and work experiences that have influenced their dreams, and their fears. Being open and vulnerable is key to trust. Getting an independent practitioner to facilitate a personality profiling and sharing workshop is a very effective way to build a strong foundation of trust.

3.

Develop a team charter

The third step in the Team Build process involves creating a Team Charter. The charter sets out the team's values, attitudes, and behaviours. The team charter process also involves forging a commitment among team members to living the charter. An important element is coming to an agreement about how charter breaches will be responded to.

4.

Clarify roles and decision-rights

Step 4 involves working together to agree on how team decisions will be made. What is the delegated authority? What needs to be done without reference to others? What needs to be discussed before a decision is made by individuals? What is the ultimate prerogative and responsibility of the team leader? These are key elements of a well functioning team.





5.

Make it safe to speak up

Once levels of team trust have been built, the next step is to make it safe for team members to speak up and be honest, when things need to be said. This is especially important when there are opposing opinions, high stakes, strong emotions, and when charter values are breached. Leaders need to invite different views, ask for pros and cons, and thank team members for sharing their alternative views. Honest feedback should be aligned to charter commitments. This prevents personalising.

6.

Establish accountability

Step 6 involves working together, in a fair and just way, to decide how performance will be reviewed and agree on a regular process for measuring and giving feedback about productivity, and quality of product and service. Poor performing team members drive out talented high performers. What leaders walk past, or close a blind eye to, they endorse.

7.

Get buy-in to customer focus

No matter how high performing your team is, it won't be effective at an organizational level if it is inward looking. Step 7 involves agreeing about how the team will work with, and support other teams (internal customers), as well as the ultimate external customers who the team needs to engage. Net Promoter score on the dashboard signals the level of internal and external stakeholder engagement.

8.

Throughout the team build

Adopt a Results Oriented Approach deploying evidenced-based leadership, and team performance processes. This involves monthly monitoring of key performance indicators. These must include lead factors (drivers) as well as lag factors (outcomes). The Five Vital Signs are: levels of Mojo (resilience), engagement, culture, team effectiveness, and risk pilots (bullying and harassment). These vital signs need to be monitored and reviewed by the team monthly.



Become a Master Team Builder

What Smart Leader Academy offers

• Best of breed eCourses

Smart Leader online courses are leading edge. They have been developed by leadership experts and are high quality.

• Place and pace that suits you

The Smart Leader academy deploys an online learning platform that has an engaging user interface, enabling you to learn at the pace, place, and a time that suits your schedule.

• Empowering coaching clinics

Smart Leader Academy facilitates coaching clinics every six weeks enabling those who are training, to ask questions of the experts. They also enable experienced team builders to share their experience and expertise with apprentices as well as other master team builders.

• Evidenced-based leadership

The Master Team Builder course provides a highly effective, integrated set of tools for team leaders and their team members. We teach leaders how to use the tools, how to interpret the results, and how to deploy the FIXIT toolkit.





• Experienced faculty

Smart Leader Academy is empowered by highly trained and experienced faculty, supported by organisational psychologists, organisational development, and digital specialists. View their profiles at: SmartLeaderAcademy.com/about Our Managing Director established Smart Leader on the shoulders of the Institute for Strategic Leadership (ISL) that he founded in 2001. ISL is widely regarded as a trusted leadership development provider by CEOs, senior executives, and those being developed to be GM-ready.

• Simple & effective digital tools

The Smart Leader platform include personality psychometrics, and team profiling tools. Everything a leader will ever need, is all available in the one toolkit.

• Insightful leader dashboards

The leader, and team dashboards set out the team performance drivers and outcomes in a simple and consistent format. This makes it easy for leaders to interpret and understand the results and triangulate the data. Examples include: what is the relationship between personality, and 'respect for the leader', and/or the levels of engagement.

• Holistic approach

Smart Leader trains team leaders to see team dynamics and team performance through a whole-of-organization perspective. Leaders are also taught to factor-in the 'away-from-work' effects on team dynamics.

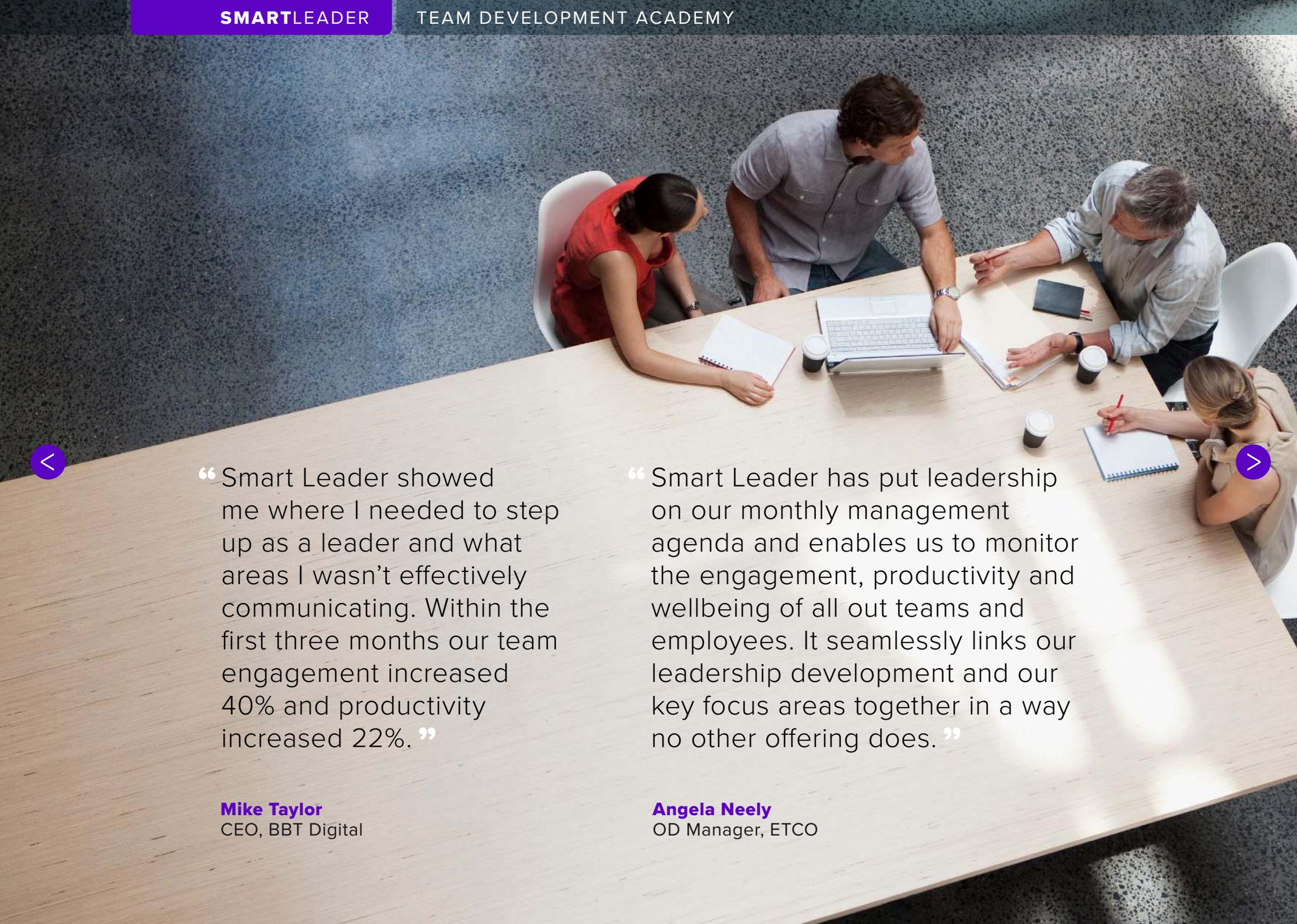
• Accreditation & certification

Once you have completed the coursework and successfully answered the quizzes, we will provide you with certification as a Master Team Builder, which you can add to your CV and LinkedIn profile to enhance your status and career trajectory.

• Affordable

Our Master Team Builder course price is set at only \$597+ GST which is affordable for team leaders, if they decide to pay themselves. For organisations, this fee is a cost effective all-of-organisation solution that enables OD practitioners to cascade leadership and team development across the entire organisation. The fee also represents an incredible Return on Investment – at least 20% of team payroll – which ensures your Business Case will be approved by the business owner, or Board of Directors.





“ Smart Leader showed me where I needed to step up as a leader and what areas I wasn’t effectively communicating. Within the first three months our team engagement increased 40% and productivity increased 22%. ”

Mike Taylor
CEO, BBT Digital

“ Smart Leader has put leadership on our monthly management agenda and enables us to monitor the engagement, productivity and wellbeing of all our teams and employees. It seamlessly links our leadership development and our key focus areas together in a way no other offering does. ”

Angela Neely
OD Manager, ETCO



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Step up to 'evidence-based' team leadership

Fully engaged teams will add 20% + of payroll in benefits each year and take a weight off everyone's shoulders.

We have offices in Auckland, Melbourne, Sydney, Singapore and London.

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