



Building a High Performance Team

What is BHPT?

Building a High Performing Team is a skill training workshop designed to increase the ability of the team leader to obtain the best from each member in order to ensure the success of the team. This ability relies on the team leader’s willingness and skill in implementing the following practices:

- **VISION:** Communicating a clear and challenging vision of the project to the members of his or her team, by demonstrating his or her total commitment to the project.
- **MOTIVATION:** Motivating the members of the team by valuing their contributions and involving them in the successful outcome of the project.
- **AUTONOMY:** Allowing team members a level of autonomy, freedom and appropriate initiative.
- **ORGANIZATION:** Clarifying each person’s responsibilities, while providing and ensuring organizational and management methodologies.
- **OPENNESS:** Ensuring the effectiveness of communication and the openness of exchanges within the team.

- **SUPPORT:** Providing the necessary support to the team at the individual, technical, group and policy levels.

Our Methodology Features a Unique Feedback:

Prior to the workshop, participants will receive Building a High Performance Team questionnaires to be filled out by the participant, members of his/her project team, as well as the clients and supervisor(s). The questionnaires are processed online through Persona’s Assessment Center, and the results are personally distributed to each participant during the workshop.

Team Development Survey: 49 statements assessing the behavior and level of maturity of your team.

Team Management Survey: 18 statements assessing your team leadership through our six key practices model.

Select Your Respondents: Participants choose Respondent to be surveyed to receive feedback (delivered confidentially) as to build their trust building skills during the workshop.

Building a High Performance Team Model

Building a High Performance Team Model incorporates the Team Leadership and divides it into six key practices.

- ◆ Provide a **Vision**
- ◆ **Motivating** your Team Members
- ◆ The Degree of **Autonomy** you allow Team Members
- ◆ **Organizational Abilities**
- ◆ The **Support** you provide to individuals and the team as a unit
- ◆ Your **Openness** - your willingness to communicate

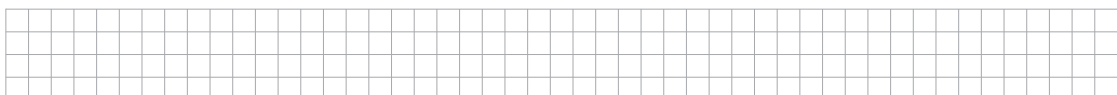


Objectives

- Understand the difference between a team and a high performance team
- Understand the team leader’s role in constructing a high performance team
- Selecting team members
- Understand the 7 stages of team development and how to move your team to the next stage
- Creating high team cohesiveness and high consistency in the team
- Motivating team members and ensuring openness and trust
- Bridging generational or cross cultural differences
- Managing efficiently a remote team
- Develop an action plan

Characteristics of Teams

- Sense of purpose
- A mission with meaningful performance goals
- Certain work procedures and processes
- Team members need to support the common issues
- Members take their individual responsibility seriously
- Have a mix of skills, expertise, and experiences



“A team is a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they are mutually accountable.”

Katzenbach and Smith • Harvard Business School, Press; 1993

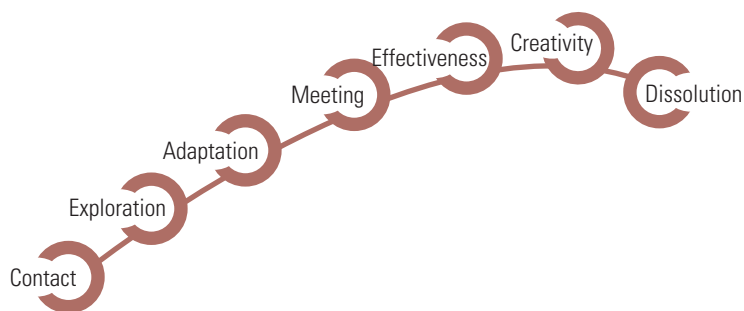
The Course Covers:

INTRODUCTION

- What is a Team
- The key requirements form a team
- Why Teams Fail to Reach Their Potential
- Dealing with obstacles
- What is a high performance team

CREATING AND MANAGING A HIGH PERFORMANCE TEAM

- Phases of maturity of a team



- The Development of a Team's Maturity
- Degrees of Empowerment
- Role of the leader
- Selecting Team Members - Communication and Learning Style
- Situational Leadership (Take home tool)
- Managing Generations X an Y
- High Performance Team Manager's Role

MANAGING A REMOTE TEAM

- The specifics of remote teams
- Challenges for the leader of the remote team, the remote team member and individuals
- The 4 success factors for remote teams
- Building trust
- Communicating and interacting - the “soft” and the “hard” skills
- Across culture
- Team norms
- Action Plan – For Personal Improvement

ABOUT THE AUTHORS



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François Pham partnered Mr. Jon Gornstein, who is the Founder and President of Persona Global®, Inc., in the Paris-based consulting firm, Open'Act. Messrs. Pham are highly skilled change practitioners, guiding corporations through structural and cultural transformation, and helping them make effective changes by implementing measurable performance management systems.

Pham partner with Persona Global® to deliver the entire suite of Persona Global®'s programs, and to train other consulting partners in the use of Persona Global® products. They also consult directly with client companies.

François Pham, the primary author of Management Action Profile™, and Project Management 360°, is an expert in the integration of Internet-based technologies with human resources and training methodologies. He previously served as a consultant with Paris-based ADHECA, where he became a recognized expert in “educational engineering”, merging new learning technologies with curriculum development.



For more information about **Persona** GLOBAL® metrics and methodologies, please contact info@personaglobal.com or visit www.personaglobal.com



ABOUT **Persona** GLOBAL®

Persona GLOBAL® is a worldwide provider of assessment tools and methodologies for corporations facing challenges in change leadership, communication, organizational alignment, sales, customer service and management. **Persona** GLOBAL® metrics and methodologies are currently available in 70+ countries; its programs have been translated in up to 38 languages. More than 1,400 certified **Persona** GLOBAL® practitioners around the world serve their clients as strategic business partners.

Corporations that have benefited from **Persona** GLOBAL®'s Programs include:

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- Hitachi
- Motorola
- SONY Music Entertainment