

CPTP Success Series Webinars

10 SECRETS OF High-Performing Teams

A Production of the CPTP Team

CPTP

The secrets of high-performing teams come down to one word: **COMMUNICATION**

The tips in this session will help you to

- Communicate effectively with team members.
- Define guidelines and practices to address team roles, responsibilities, and conflict.

10. Create **Platinum RULES.**

CPTP

JUMP PAGE

- Adjust communication.
- Develop your Emotional Intelligence (EQ).
- Try internal customer surveys.

9. Have clearly defined **Team Roles.**

CPTP

JUMP PAGE

- Discuss individual responsibilities.
- Shadow others to understand the impact of your work.
- Update the team when something changes.

8. Share the VISION.



THE BIG PICTURE



JUMP PAGE 3

- Show us where we're headed.
- Encourage input.
- Prioritize new projects by evaluating their effect on the vision.

7. Make CONFLICT positive.




JUMP PAGE 3

- Create conflict guidelines.
- Clear the slate after challenges.
- View conflict as a growth opportunity.

6. Build on team STRENGTHS.




JUMP PAGE 3

- Learn about your team members' skills, wisdom, and even hobbies.
- Find opportunities to use different skills.

5. Communicate, communicate, communicate.

CPTP

TIP. PAGE 13

- Tailor communication to the person.
- Use more than one channel of communication.
- Communicate progress ... or no progress.

4. Recognize when others need HELP.

CPTP

TIP. PAGE 13

- Ask questions.
- Do "pulse checks".
- Offer services.
- Ask for help.

3. Create team AWARDS.

CPTP

TIP. PAGE 13

- Create your own "Above and Beyond" Award.
- Catch people doing something right.
- Create friendly competition.

2. Follow the **RULE** of the rubber chicken.



JUMP PAGE

- Take your work seriously, but take yourself lightly.
- Fast forward to decide how important a battle really is.

1. Celebrate **victories.**



JUMP PAGE

- Celebrate when things go well.
- When things don't go well, celebrate the learning.