

# Building a great team

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

This definition has been around since the mid 90’s and is often seen as the benchmark for a healthy team.

But it’s missing something. There’s another ingredient that is *essential* for greatness.

Team members need to be invested in the success of their team mates. That’s the secret sauce for an *amazing* team. People know they will be *more* successful when the team is successful.

How do you create that level of investment?

You need trust, contribution, commitment, and more. Particularly *trust*.

That’s why few teams achieve this level of greatness. Building trust is hard.

Have you ever been in a meeting where people try to build trust for the sake of building trust? It’s almost impossible. In fact it often evaporates trust.

You will find it more effective to work on the elements that destroy trust if they are not understood by the team members. Things like aligned goals, clear roles, and team agreements. People won’t trust each other if they think someone else has a hidden agenda, or is doing their job, or ambushes them in a meeting.

## Welcome to the Team Focus Plus model for building great teams.

The building phase is made up of 5 steps.

### 1. Align goals

This is harder than you think. To build a *great* team you need to make sure individual and/or departmental aspirations are aligned with the team goals. If team members suspect that other people have ulterior motives or hidden agendas they will not trust each other.

### 2. Clear roles

Team members need to know what to expect from each other. There will be conflict if people are confused about who is doing what or wondering why someone else is “doing their job” or “making that decision”.

### 3. Team agreements

Great teams know how they will work together and what to expect from each other. This helps avoid people being “ambushed”. Agreeing *how* to work together is an essential step.



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PLUS

## 4. Accountability

Great teams know what to expect from each and hold each other to account. Does your team challenge members who don't live up to their agreements?

## 5. Deliver

If you are all aligned to the same goal, have clear roles, know how you will work together, and hold each other to account, you will deliver great things. This step includes knowing how you will measure, and then celebrate, success. Does your team celebrate wins?



## 6. Review

Now that you've worked through the steps of building the team you can initiate a review process so you always know what is working well and what you need to do differently.

## Achieving as a team

Once you've built the foundations you can enjoy the benefits, which are:

### 7. Trust

It's essential if you want the following:

### 8. Contribution

When teams trust each other they will contribute to discussions, debate issues, and disagree. When that happens they are more likely to commit to decisions even if they didn't get the decision they wanted. Strange but true.

### 9. Commitment

If they've had the chance to disagree they will commit. It's called cabinet solidarity.

### 10. Support

Teams that achieve this level of performance are invested in each others success. As a result they support each other at every opportunity.

### 11. Team outcomes

This is the ultimate expression of whether you have an exceptional team. People are more interested in the teams' success than their personal achievements.

Throughout the achieving phase it's important to continue reviewing. That's the key ingredient to continuous improvement and amazing outcomes.

**Need help building a great team? Call 1300 551 274 or email [team@teamfocusplus.com](mailto:team@teamfocusplus.com)**