



The **A B C**'s of **Teamwork** *by Wesley P. Harvey*

There is so much to remember about being a high performing team. These A to Z tips will help you develop as a team leader and a team member. Use them to support your people and processes.

A**CEPT:** Accept input from multiple sources to improve performance. Answers can come from a variety of people and sources.

B**BETTER:** Better your team's performance by committing to continuous improvement and the relentless pursuit of a better way.

C**OMMITMENT:** Be committed to team goals, team members and exceeding expectations. Deliver on your promises. Don't let team members down. Do what you say, when you say.

D**ECISION-MAKING:** Proper decision-making is critical to team success. Find the decision-making model that works best for your team and use it!

E**LIMINATE:** Eliminate time wasters like duplication of efforts.

F**LEXIBILITY:** Flexibility and creativity are essential for high performing teams. "Think outside the box", be open to new ideas and different ways of working together. Be flexible and creative in your thinking, analyzing and planning.

G**UIDING PRINCIPLES:** Develop guiding principles early in the teaming process. Guiding principles should be based on organizational and team member values. Guiding principles help to shape team thinking, operations, and decision-making.

H**ELP:** Help whenever and however you can. Do what you can to share the load.

I**NTERPERSONAL COMMUNICATIONS:** In high performing teams, interpersonal communications is the skill that makes the difference. Develop the skills necessary to communicate effectively. It is critical for team success.

J**JOIN:** Join together to listen, analyze, and connect ideas and thoughts for the success of the team.

K**NOWLEDGE:** Strive to know more so that you can do more. Be knowledgeable about the tasks, over-arching goals, desired outcomes and information sources.

L**ISTEN:** Listen more than you talk.

M**AINTENANCE:** Ongoing training, coaching and support are maintenance musts for high performing teams. Operate based on guiding principles, strategic planning and good decision-making.

N**EGATIVITY:** There is no place for negativity in teamwork. When negative behavior arises, find the root cause and eliminate it immediately.

O**PENNESS:** Openness and honesty are paramount. Create a team culture that supports direct, caring communication. Make it comfortable for team members to offer ideas, provide constructive feedback and to be creative.

PLAN: Planning is a critical element for high performance teams. Analyze each situation and develop an action plan. Develop checkpoints to ensure you are getting the desired outcomes.

QUALITY: Let quality be the team's distinguishing attribute. Plan and always strive to make quality an inherent feature every output. Make sure your team is known by the quality of its work.

ROLES AND RESPONSIBILITIES: Make sure that everyone is clear about his or her unique roles and responsibilities. Ensure that they know what is expected and can deliver.

STRATEGY: Your plan is only as good as your strategy for implementing it. A team must learn to develop a strategy for working together effectively to achieve the goal.

TRUST: When there is trust there are endless possibilities for the team. Trust is the reliance on character, ability, strength and truth of each team member.

UNITY: Unity creates a condition of harmony and oneness. Be unified around your purpose for being and strategy to accomplish the goal.

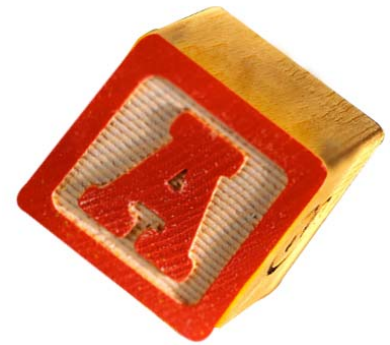
VALUE DIFFERENCES: Create an environment where diverse contributions are valued. Celebrate differences of thought and approach. Answers come from a variety of sources.

WHITTLE: Whittle your way through large and sometimes difficult task. Break-down your overwhelming task into manageable projects.

XCELLENCE: Let excellence be your team's mantra. Establish excellence as a guiding principle for your team and how you work together. A commitment to excellence leads to greater productivity.

YARDSTICK: It is imperative that you measure performance and productivity.

ZERO DEFECTS: Strive for zero defects in every team product.



Wesley P. Harvey speaks, coaches and trains on team building. He has spent the last twenty years training and consulting with many of the country's most successful corporations. Reach Wes toll free at 1-877-375-5997 or by emailing: wpharvey@tcstrain.com