So, you want to be a "Rock Star"

Techniques to Develop High Performance

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Techniques to Develop High Performance

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Agenda

- ☐ Individual Performance
  - ■ Core Performance Attributes
  - ■ Core Attributes Defined
  - ■ Identifying Attribute Levels
  - ■ Techniques to Increase Performance

- ☐ Team Performance
  - ■ Foundation
  - ■ Building a Higher Performing Team

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"A high performer can deliver 400% more productivity than the average performer."

Harvard Business Review

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Outputs of High Performance

☐ Tangible

  ■ Completing work products with high quality

☐ Intangible

  ■ Proactive

  ■ Leadership

  ■ Teamwork

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Core Attributes for <u>Sustainable High Performance</u>
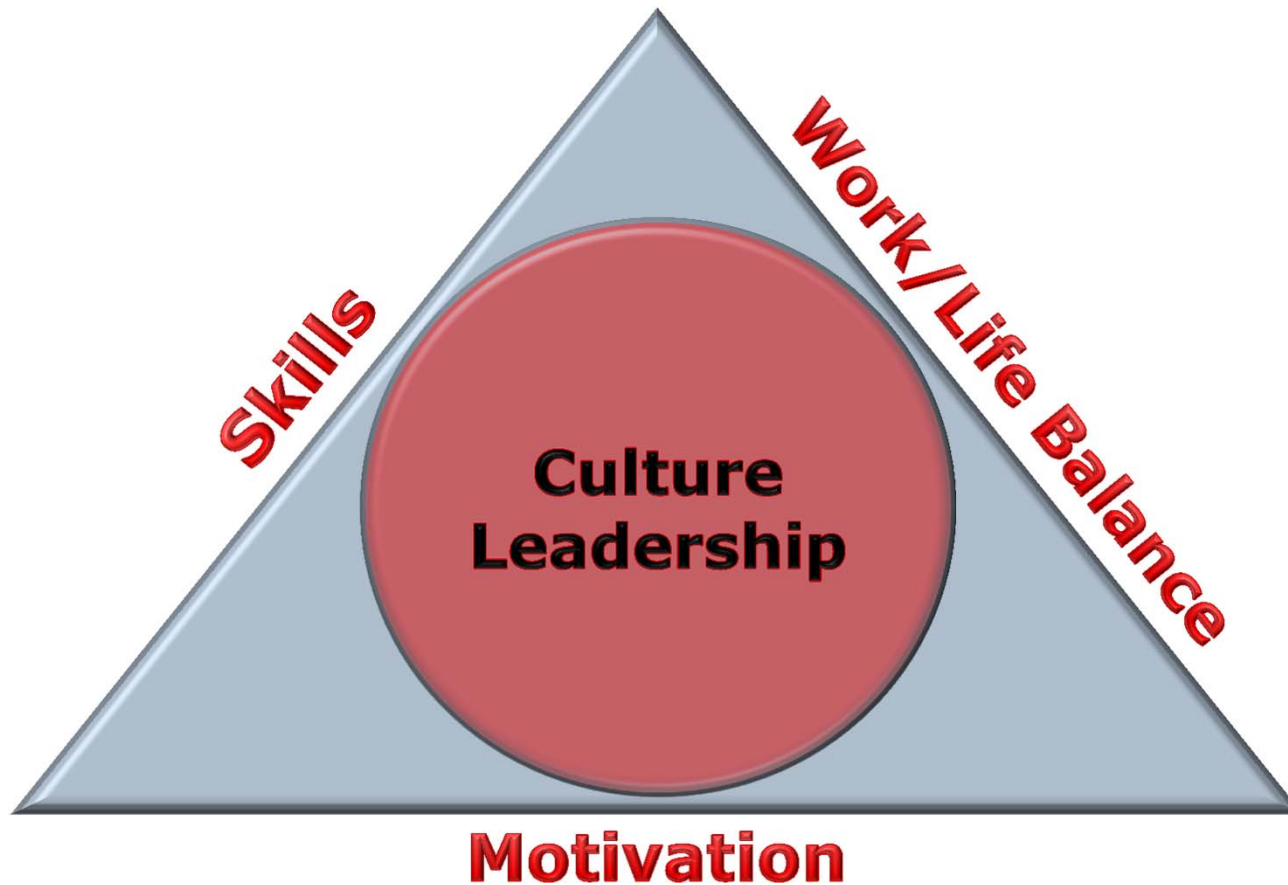
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Core Attributes Defined

Skills: _Natural_ Aptitude + _Learned_ Behavior

Motivation: Ambition + Effort

Work/Life _Balance_: The optimum amount of work and non-work

Culture and Leadership: The environment that enables _High Performance_

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Skills:
Natural Aptitude + _Learned_ Behavior

❑ Natural Aptitude (or Talent) is the _innate ability_ a person has for skills. This can be a different level for each person.

❑ Learned Behavior is training, on the job experience, and _individual effort_ to increase skills.

❑ Each person will require a different amount of Learned Behavior to achieve similar results because each person's Natural Aptitude is different.
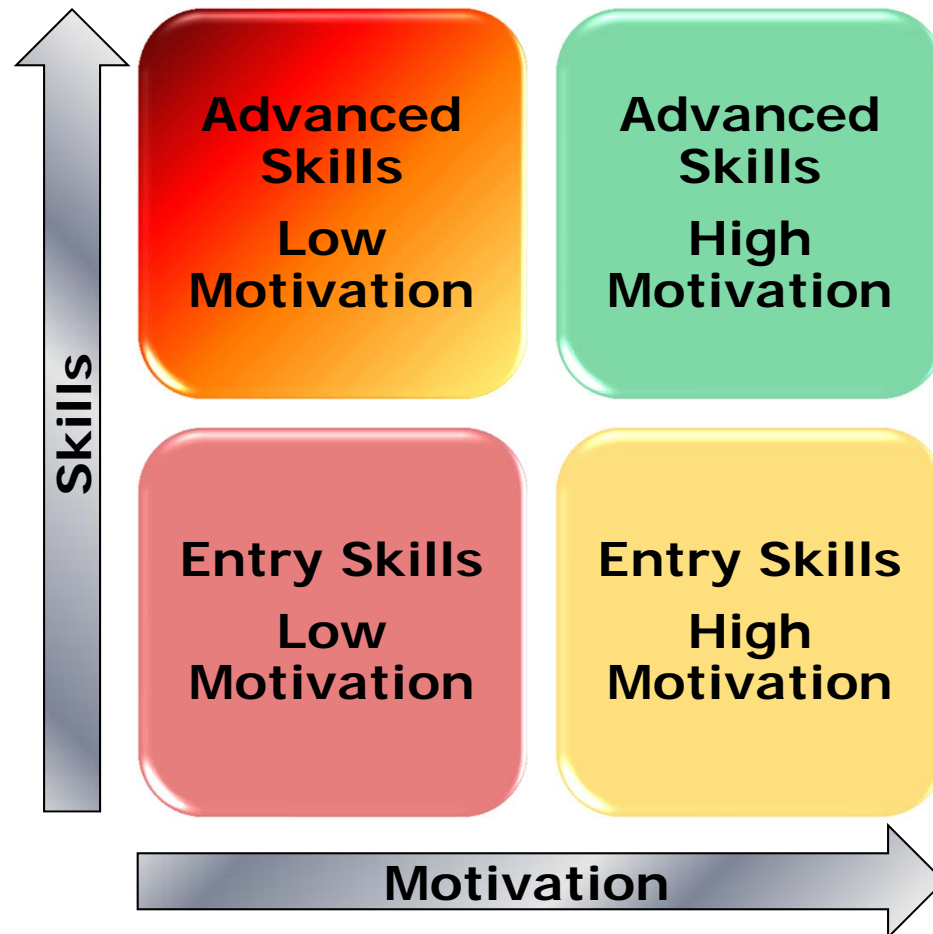
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Motivation: Ambition + Effort

- ☐ Ambition is drive to achieve a goal. Ambition can also be fear of a consequence.
- ☐ Effort is the work required to achieve the goal.

To increase performance a person must have both the **Ambition** to excel and must put forth the **Effort** to increase skills

- ☐ It's important for a leader to understand the employee's motivation, so it can be used to coach for increased performance

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Skills and Motivation

Skills (vertical axis) / **Motivation** (horizontal axis)

- Advanced Skills / Low Motivation
- Advanced Skills / High Motivation
- Entry Skills / Low Motivation
- Entry Skills / High Motivation

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Skills and Motivation

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Work/Life Balance

- ☐ **Understand your goals & commitments**
  - ■ Work (including company culture)
  - ■ Family
  - ■ Recreation, etc.
- ☐ Set boundaries and keep them
- ☐ Coach your team to do the same

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Work/Life Balance

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Core Attributes Defined

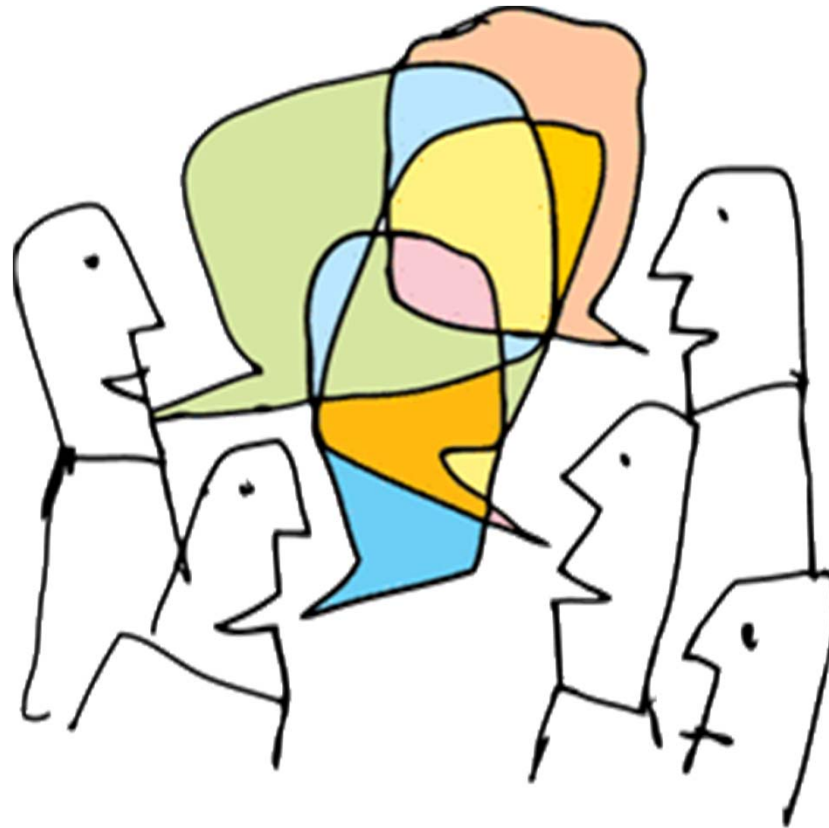**Skills**: *Natural* Aptitude + *Learned* Behavior

Motivation: Ambition + Effort

Work/Life *Balance*: The optimum amount of work and non-work

Culture and Leadership: The environment that enables *High Performance*

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Culture and Leadership

- Model the desired behaviors

- Create a Space for Success

- Understand and Adapt to the culture, vision, and mission (at all levels)

- Ensure Technical Understanding

- Be a Servant Leader

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Culture and Leadership

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Identifying core attribute levels

☐ Observation

☐ Feedback From Others

☐ One-on-one sessions

☐ Skill Assessments

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Identifying core attribute levels

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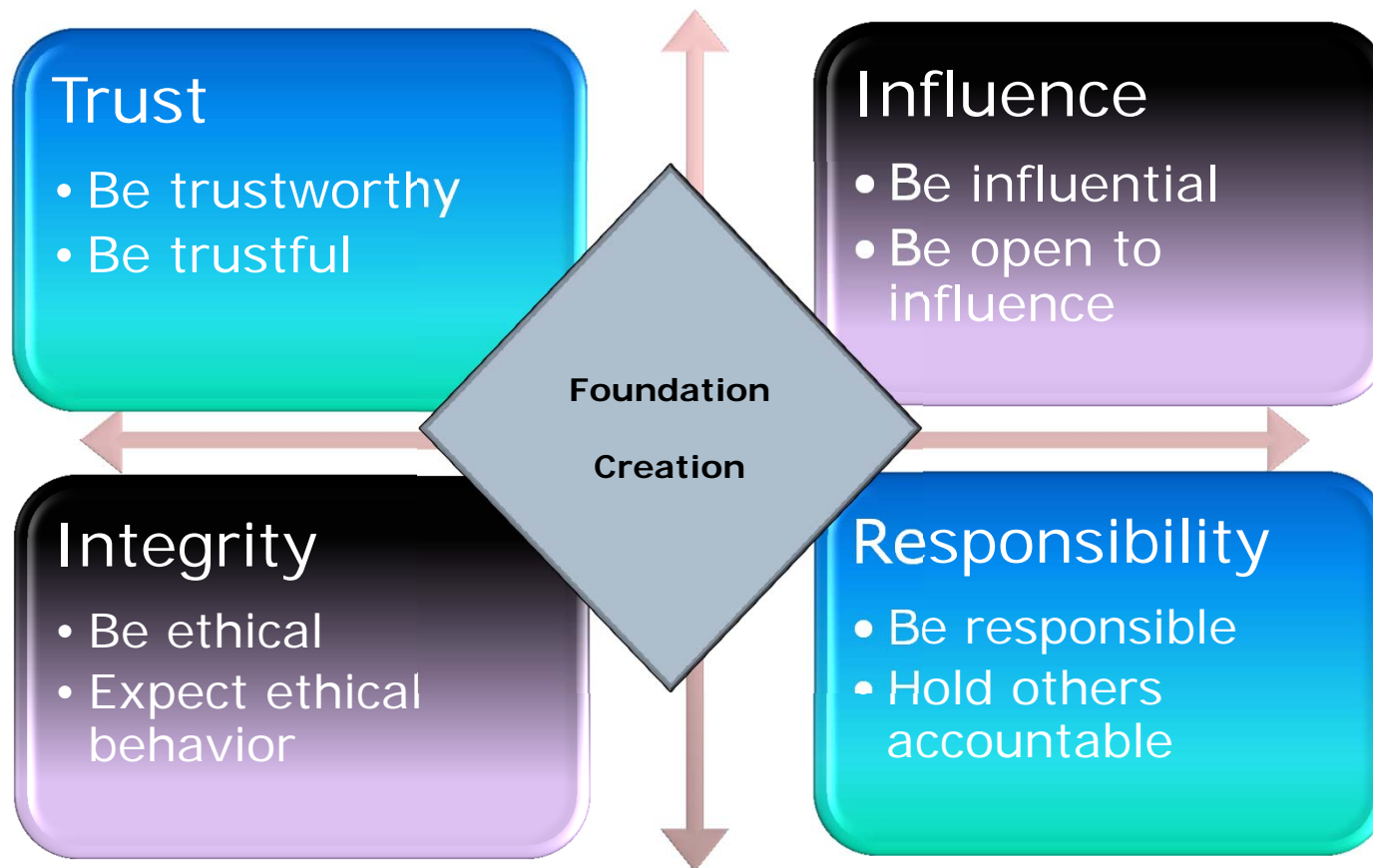
Techniques To Increase Performance

- ☐ Set expectations

  - ■ Professional and Technical Expectations

- ☐ Create Plans and Measurements

- ☐ Provide Regular Coaching and Feedback

  - ■ Positive and Constructive

- ☐ Offer Training to Meet Planned Result

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Techniques To Increase Performance

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Creating High Performing Teams

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High Performance Team Foundation

Trust
- Be trustworthy
- Be trustful

Influence
- Be influential
- Be open to influence

Foundation Creation

Integrity
- Be ethical
- Expect ethical behavior

Responsibility
- Be responsible
- Hold others accountable

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Techniques To Build High Performing Teams

- ☐ Create A Safe Environment

- ☐ Create a Sense of Team "belonging"
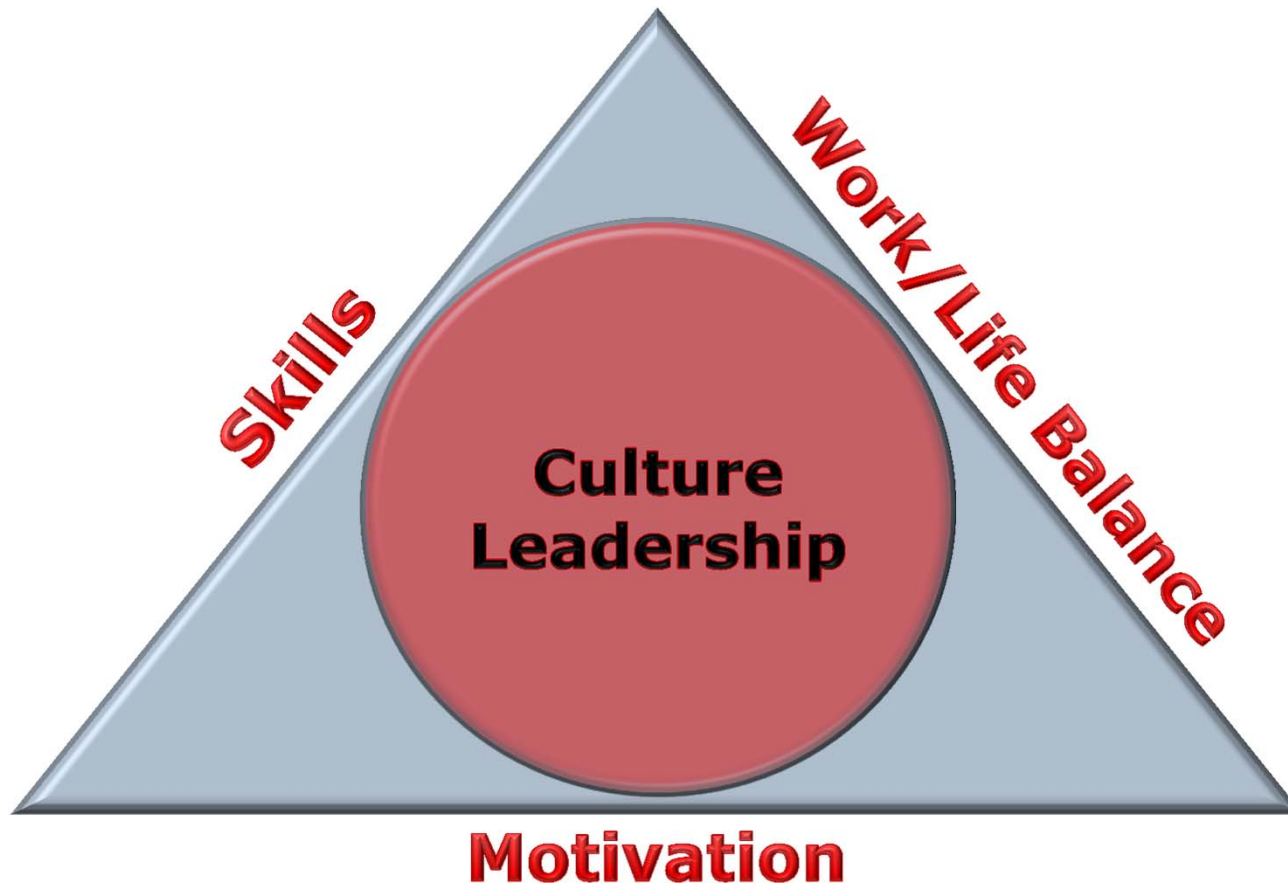
- ☐ Authentically and Frequently Appreciate People

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Techniques To Build High Performing Teams

- ☐ Combine Appreciation with Accountability

- ☐ Create Binary Goals

- ☐ Create more "A" players

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Techniques To Build High Performing Teams

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Core Attributes for High Performance

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Questions

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Acknowledgements

Create "A" Players – Huffington Post: 6 Tools for Creating High Performance Teams
http://www.huffingtonpost.com/matt-tenney/6-tools-for-creating-high_b_5647908.html

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