

Developing High Performing Teams

Building Culture and Delivering Results

The W.O.W. Factors: Mastering Personal and Professional Development

Presented to

2013 Workforce Investment Act (WIA) Technical Assistance Conference
4340 East Cotton Center Blvd. Phoenix AZ 8040

Presented on

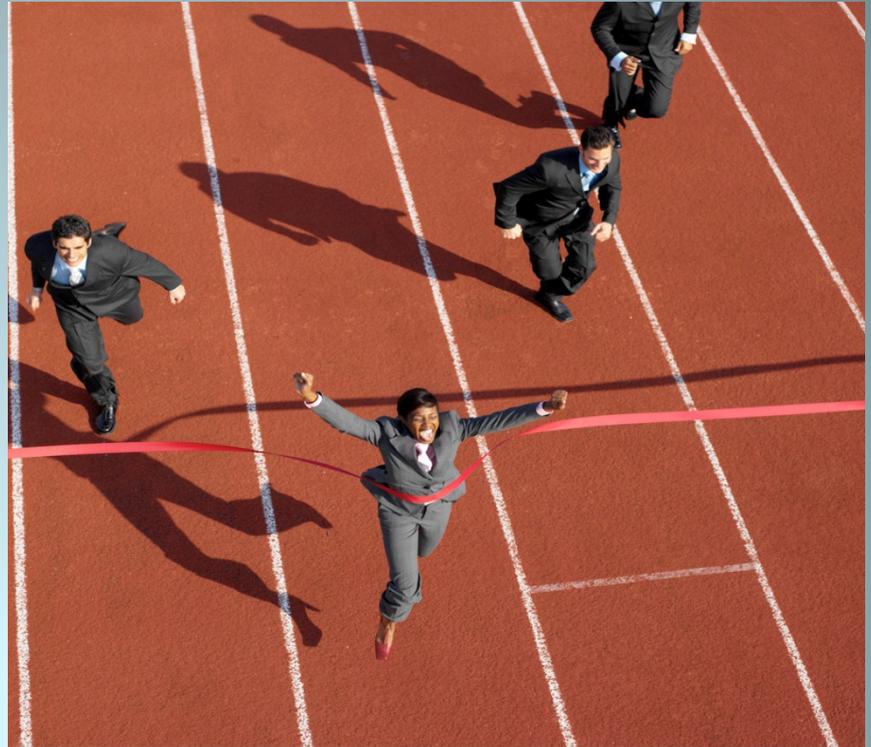
Wednesday, August 21, 2013 at 3:15PM to 4:45PM
Thursday, August 22, 2013 at 10:15AM to 11:45AM

Created and Facilitated by

Cynthia Spell Tweh, CWDP, LMSW
City of Phoenix, Community and Economic Development Department

Objective

**Build individual
and team capacity
for consistently
performing at
highest potential.**



Goals

1. Identify **skills and practices** that increase personal contributions and enhance professional competencies.
2. Identify and address **performance shortcomings** that hinder staff development and workplace success.
3. Identify benefits and **demonstrate qualities and traits** of high performing individuals and teams.

Survey Says...

- **Areas for Improvement**

- Communication
- Organization
- Staff Development
 - Motivation
 - Discipline

- **Biggest Challenge**

- Managing Workload
- Motivating Staff



Survey Says...

- **Strengths**

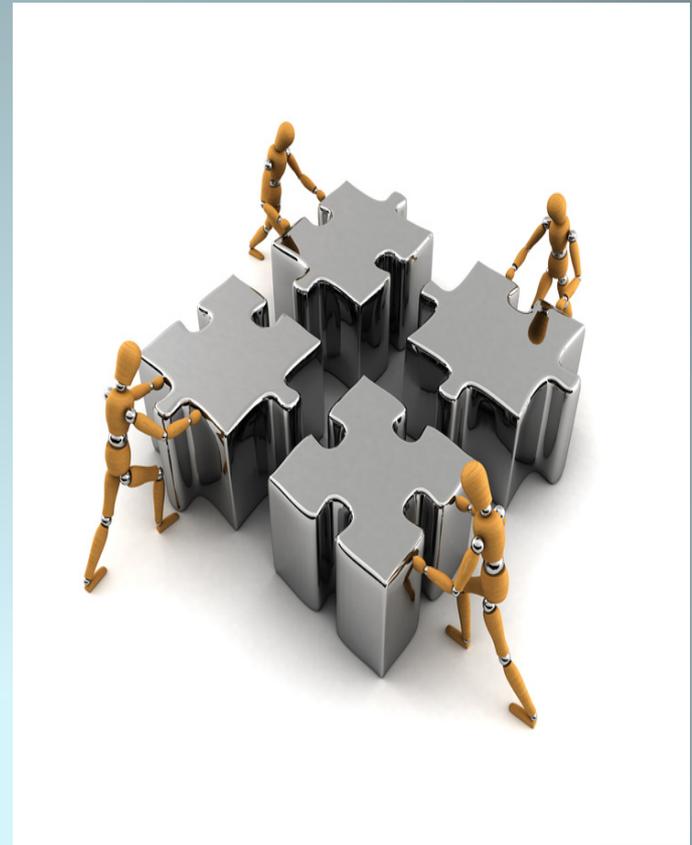
- Communication and Listening
- Knowledgeable and Experienced
- Honest and Ethical
- Organized

- **Leadership Style**

- Direct, Open, Honest
- Fair, Balanced
- Collaborative, Cooperative
- Supportive, Easy-going

Message

Develop high performing teams who consistently deliver expected results.



Methods

1. How do we start?

2. How do we make necessary improvements?

3. How will we recognize achievements and success?

1. By **developing** great *people*

2. By **getting** to better business *practices*

3. By **giving** the best *products* and results

Reaching Mastery

The W.O.W. Factors: Mastering Personal and Professional Development



Developing Great People

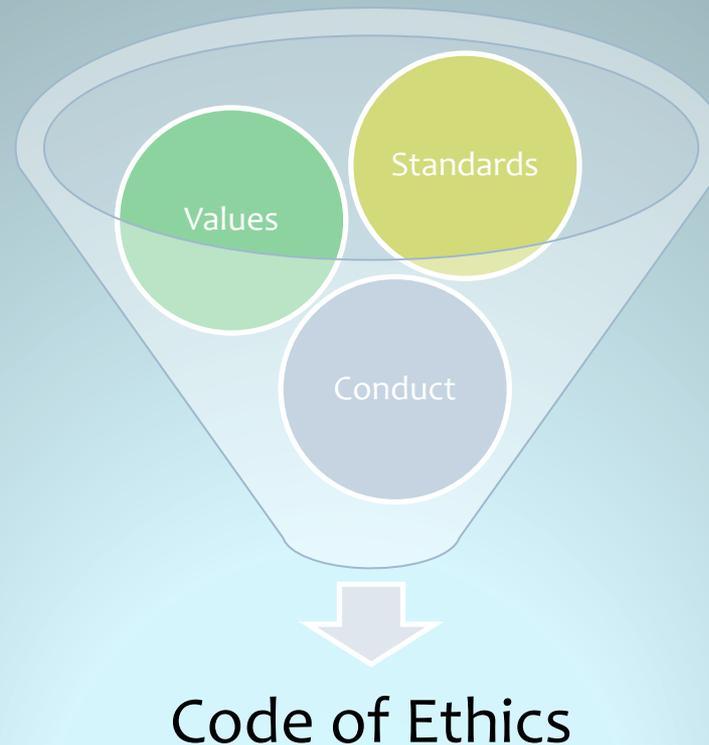
Starts with **Personal Accountability**

Builds on **Professional Acumen**



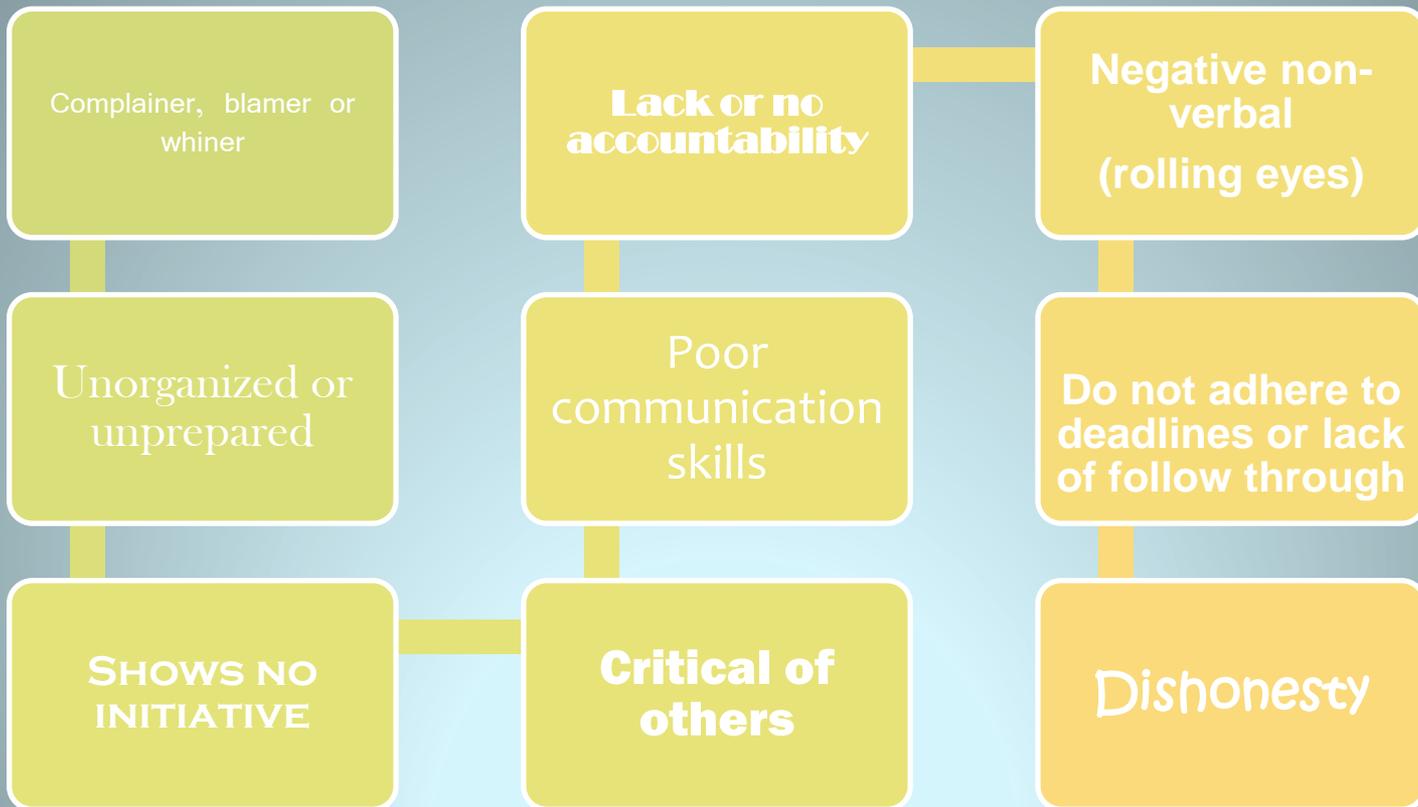
Developing Great People

Blending Beliefs and Behaviors



Developing Great People

Adjusting Attitudes and Assessing Actions



Developing Great People

Developing Capacity - Personal Qualities

There is no substitute for honesty. When you are truthful about yourself, others will know it.

Are you willing to step up and step out to move an idea or project forward?

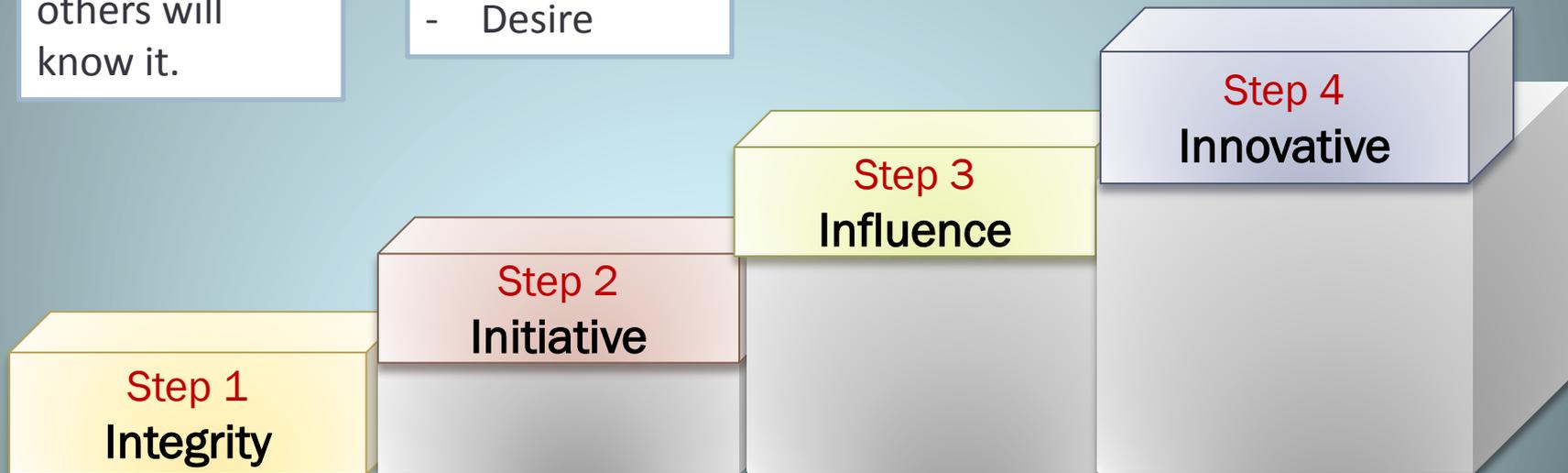
- Duty
- Desire

Are you a person of influence and inspiration?

- Embrace
- Engage
- Energize

How innovative are you?

- What's new?
- What's next?
- What's better?



Developing Great People

Developing Capacity - Professional Competencies

What kind of attitude or disposition do you display?

- Good
- Bad
- Indifferent
- Complacent

How is your performance?

- Below
 - At
 - Above
- Expectations

Do you have what it takes to excel to a higher level?

- Desire
- Dedication
- Drive

What is your reputation based on?

- Vision
- Integrity
- Passion
- Competence
- Diplomacy

Step 1
Positive

Step 2
Performance

Step 3
Promotion

Step 4
Presence

Exchange and Learn #1

1. Share tips for your most effective coaching strategies to improve staff performance.
2. List the group's top five strategies.

Getting to Better Business Practices

Evaluated by **Performance Assessments**

Sustained by **Practice and Adjustments**



Getting to Better Business Practices

Leader

“ A leader is anyone who influences change.”

Disney's approach to leadership excellence.
http://www.disneyinstitute.com/files/PDP/LeadershipExcellence_Extended.pdf

Leadership

“The ability to inspire others to strive and enable them to accomplish great things.”

Dartmouth's Tuck School of Business
<http://www.forbes.com/sites/85broads/2011/04/27/the-new-mbas-who-are-changing-the-definition-of-leadership/>

Getting to Better Business Practices

What kind of leader are you?

From John C Maxwell's Book – Leadership Gold. Lessons I've Learned from a Lifetime of Leading

<u>Climber</u>	<u>Connector</u>
Think Vertical	Think Horizontal
Focus on Position	Focus on Relationship
Value Competition	Value Cooperation
Seek Power	Seek Partnerships
Build Their Image	Build Consensus
<i>Want to Stand Apart</i>	<i>Want to Stand Together</i>

Getting to Better Business Practices



Communication



Organization



Expectations



Getting to Better Business Practices

Building Culture - Communication

Individual

- Effective Oral and Written
- Clear and Frequent

Management

- Set Policies, Practices
- Continuous Improvement

Agency

- Mission and Vision
- Purpose

Getting to Better Business Practices

Building Culture - Organization



Individual

- Organize/Complete Projects and Tasks

Management

- Monitor and Manage Work Flow

Agency

- Establish Guiding Principles and Priorities

Getting to Better Business Practices

Building Culture - Expectations

Individual

- Hold Accountable for Areas of Responsibility
- Acknowledgement/Recognition

Management

- Manage Expectations
- Provide Feedback/Follow-Up

Agency

- Recognize Results
- Reward Performance

Getting to Better Business Practices

Sticking to Sustainable Solutions



Giving the Best Products & Results

Recognized by **People All Over**



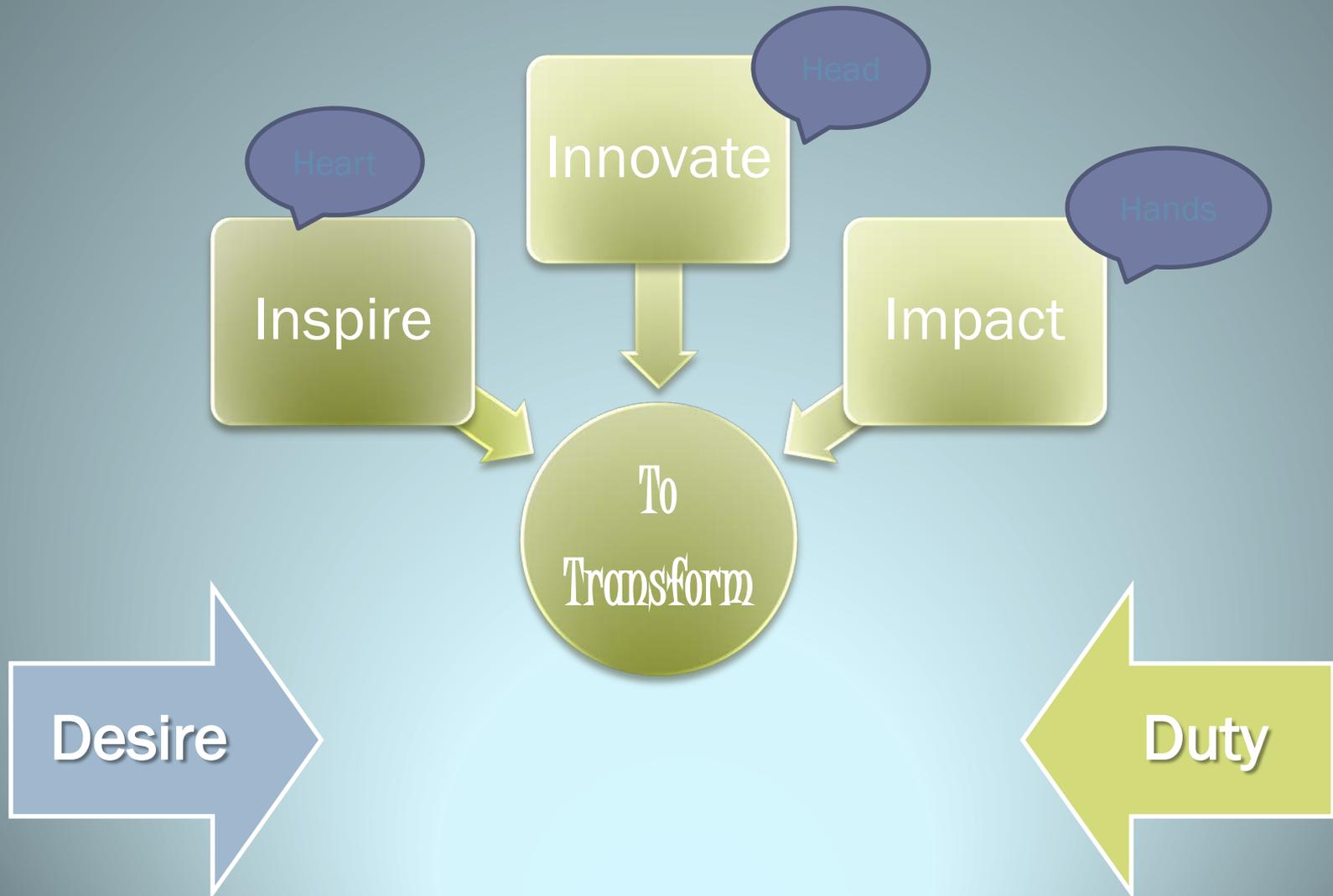
Giving the Best Products and Results

Delivering Results - Legacy of Learning, Leveraging and Leading



Giving the Best Products and Results

Delivering Results - Transforming Talent



Suggested Solutions

- Quarterly Leadership Breakfast or Lunch
- Community Volunteer as a Work Group
- “Staff Check In”
 - How are you?
- Inspirational Emails
 - Thank you!
 - You rock!
- “Teach Me” Sessions
- Accountability Partner
- Book Reading Assignments and Sharing
- E-Coaching Installments
- Quarterly Division Meetings Hosted by Work Groups

Suggested Resources

- Pulling Together 10 Rules for High Performance Teamwork
 - By John J. Murphy, 2010
- The 8th Habit From Effectiveness to Greatness
 - By Stephen R. Covey, 2004
- Leadership Gold - Lessons I've Learned from a Lifetime of Leading
 - By John C. Maxwell, 2008
- Strength Finder 2.0
 - By Tom Rath, 2007
- How to Manage Your Boss, 2nd Ed.
 - By Roger Fritz, 1994
- Joe Torre's Ground Rules for Winners 12 Keys to Managing Team Players, Tough Bosses, Setbacks and Success
 - By Joe Torre with Henry Dreher, 1999
- Smart Moves 140 Ideas To Bring Out The Best From You and Your Team
 - By Sam Deep and Lyle Sussman

Questions



Concluding Thoughts & Comments

