

Developing High-Performance

Teams

&

Skills for High-Performance

Teamwork



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Teams & Teamwork

Here are two of our high-performance team-building programs, with modules listed below each model. This information is provided only as a guide, as we customize all programs to meet the specific needs of our clients. All of our programs utilize proven adult-learner techniques and process to address the learning needs of participants and enhances behavioral changes back in the workplace.

While many people are familiar with the team concept meaning a work group, a high-performance team has several key differences. While all high-performance groups function as a team, not all teams provide high performances.

One only has to look back to the 2004 U.S. Olympic Men's Basketball team. The United States pulled together a team of individual superstars from different NBA teams to create a "Dream Team" which was expected to travel to Greece, win its games, collect the gold medal and come home.

Instead, the team, composed of highly rated athletes such as Tim Duncan, Allen Iverson, Carmelo Anthony, Dwyane Wade and LeBron James, lost to Argentina in the semi-finals and come home with the bronze medal. This defeat marked the first time the U.S. had failed to win the event since professional basketball players had been allowed to participate in 1992.

Although the team was filled with high-powered players, it was not able to complete against international teams.

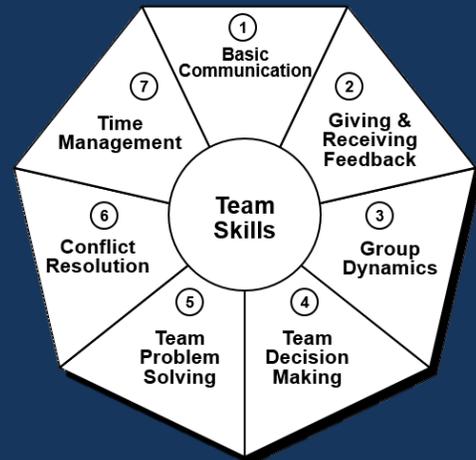
Contrast that with the team four years later. This time, led by Jerry Colangelo, National Director of USA Basketball and coached by Mike Krzyzewski of Duke University, the team became known as the "Redeem Team," winning the Olympic gold.

What made the difference?

Mission. After being booed at the Greece Olympics because of poor performance and attitude, forward Carmelo Anthony made a pact with this teammate that things would be different once they made it back to the 2008 games.

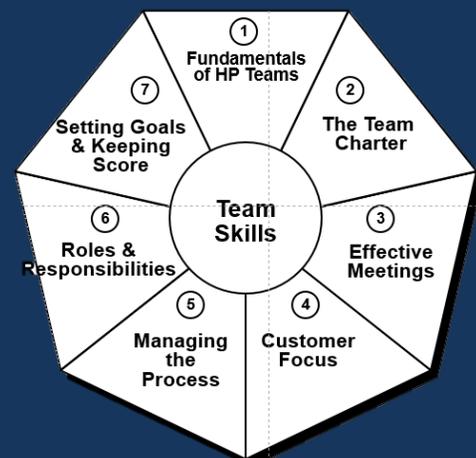
Teamwork. Although many on the Olympic team were used to being leaders on their NBA teams, they had to adjust to having supporting roles for these games.

Commitment. In the past years, basketball Olympians gathered for fewer than two weeks of training before the Olympics. Players of the 2008 games made a three year-commitment to the team, playing together each summer prior to the Olympics.



Skills for High-Performance Teamwork

- Module 1: Basic Communication
- Module 2: Giving & Receiving Feedback
- Module 3: Group Dynamics
- Module 4: Team Decision Making
- Module 5: Team Problem Solving
- Module 6: Conflict Resolution
- Module 7: Time Management



Developing High-Performance Teams

- Module 1: Fundamentals of High-Performance Teams
- Module 2: The Team Charter
- Module 3: Effective Meetings
- Module 4: Customer Focus
- Module 5: Managing the Process
- Module 6: Roles and Responsibilities
- Module 7: Setting Goals and Keeping Score

High-Performance Teams in Business

While examples of cohesive groups exceeding the expectation bound in sports, they also exist in the company environment and have many of the same components of the 2008 Olympic team.

The three essential components of creating a High-Performance Team within one's organization include:

- **Communication.** The foundation of leadership and high-performance teams begins with communication. It is through on-going dialog that we build relationships.
- **Relationships.** Build upon the foundation of communication, relationships are the key component to creating trust among teammates.
- **Trust.** The critical key element among co-workers and teammates is trust. This fragile part develops on the foundation of solid relationships. Trust requires an on-going effort and sometimes takes quite a bit of both individual effort and organizational culture to build. However, it can be destroyed in a flash. Trust is only developed and maintained through healthy relationships, requiring a firm foundation of on-going communication.

Only when these three essential elements come together does and organization begin to experience high-performance behaviors and results from team members. Of course, the hard part is for each group (and individual team members) to make a commitment to start the process and stick with the process of building the team.

Known for management, leadership, sales, and high-performance team workshops, all programs offered by the C.J. Baxter Group are *customized* to meet the individual needs of each respective organization. **C.J. Baxter Group** does not use the "off-the-shelf one-size fits all" training approach.

Contact us today to schedule a no-obligation consultation.



A partial list of clients who have turned to us for their customized team development needs includes:





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