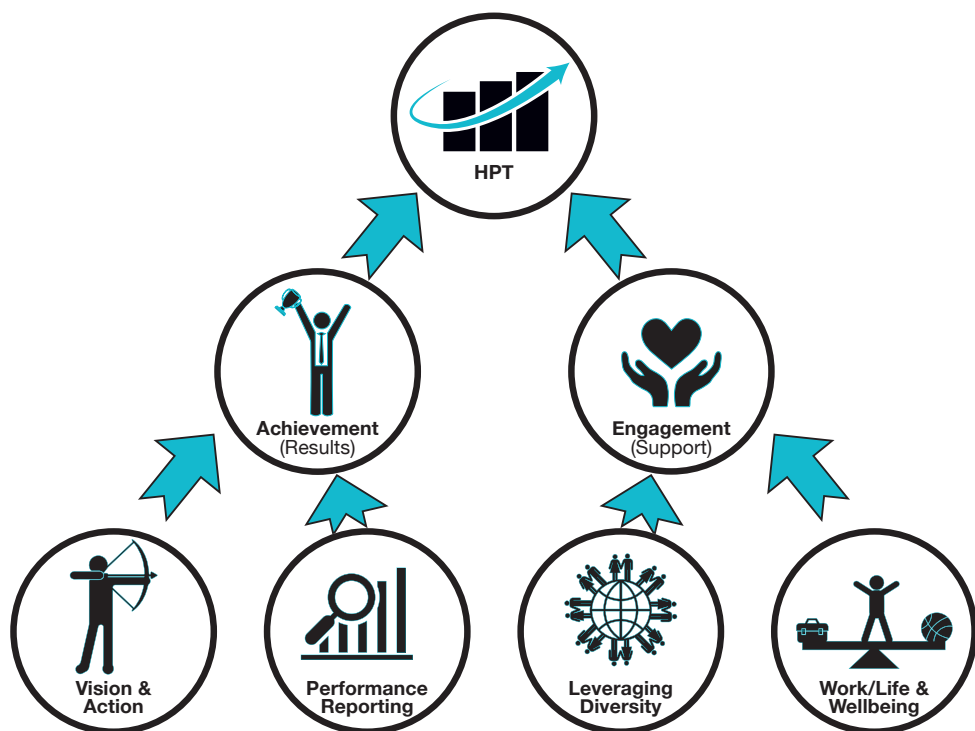




HIGHPERFORMANCE TEAMS LEVEL UP! PROGRAM



Team Data Wall Kit



HPT Level	Value* (Focus)	Confidence (Driver)	Challenge (Approach)
Level 5 Elite HPT	10x (Leverage)	100% (Legacy)	Super-Stretch (Coach)
Level 4 Adv HPT	5x (Strategic)	90% (Growth)	Stretching (Coach)
Level 3 HPT	2x (Collaborative)	75% (Understanding)	Improving (Mentor)
Level 2 Functional	1x (Constructive)	50% (Acceptance)	Systems (Manage)
Level 1 Dysfunctional	-2x (Destructive)	0% (Distrust)	Structures (Manage)

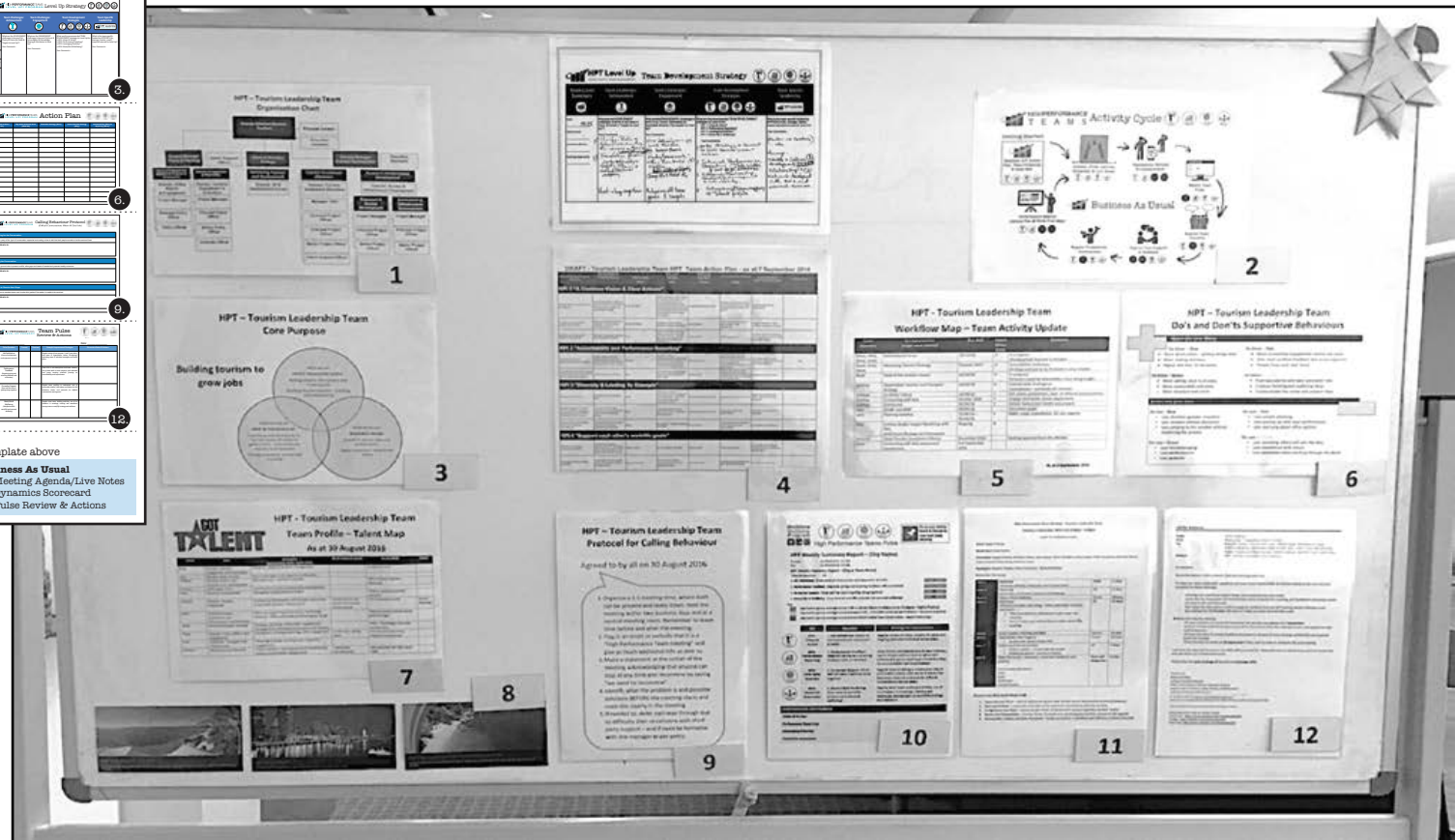
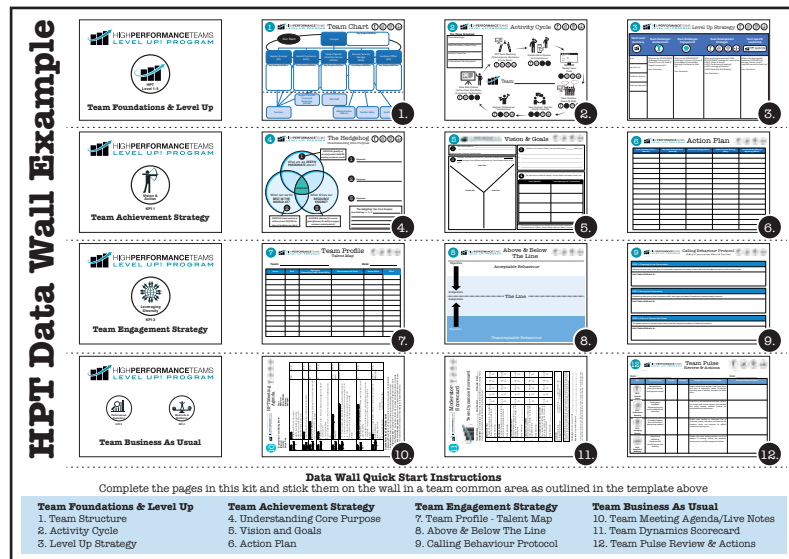
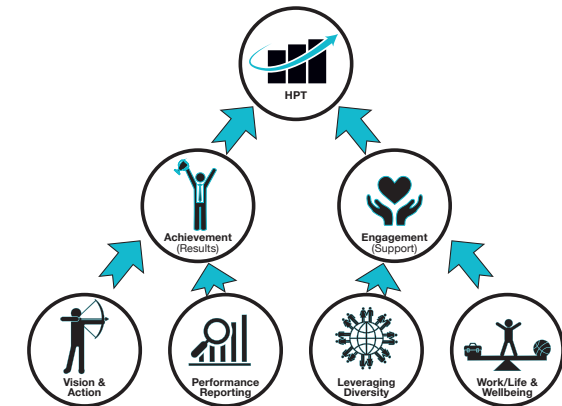
The HPT Data Wall: Getting Started

“Without data you’re just another person with an opinion.” W Edwards Deming

Data Walls are powerful tools to fuel evidence-based decisions about team performance. Data Walls are a simply designed bulletin board displayed in a place that is easily accessible to all team members. A well-designed Data Wall provides an objective snapshot of the team’s efforts to align with its key goals, allowing any member of staff to see how both the team and organisation is performing at a glance.

Best Practice: The HPT Data Wall

As you can see below, the HPT Data Wall contains all of the important information the team needs to maximise team performance in both Achievement and Engagement as well as space for the regular updates, meeting notes and performance reports that are part of the team’s cycle of accountability. The HPT Data Wall is a ‘must have’ for any high performance team and is actually quite straightforward to develop – simply requiring some dedicated time during an extended team meeting to complete it. All the worksheets and diagrams you need are in the following pages so you can get started now!



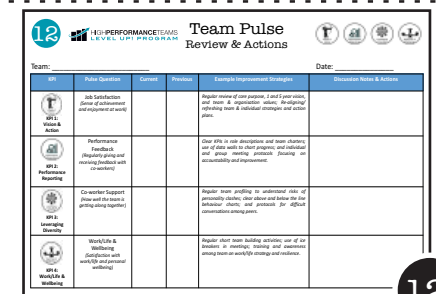
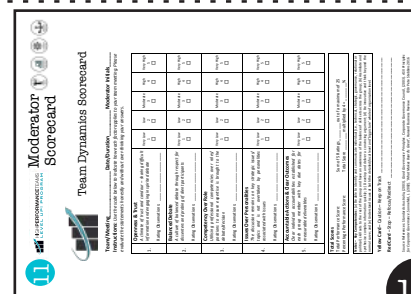
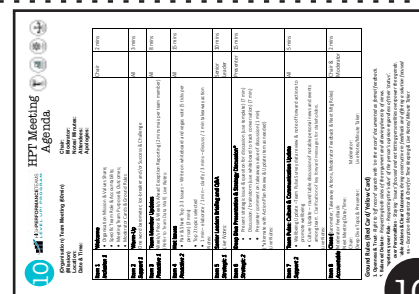
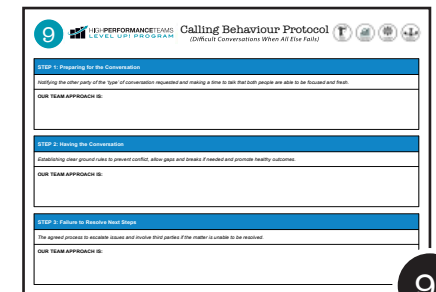
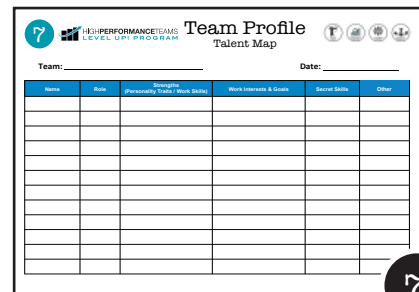
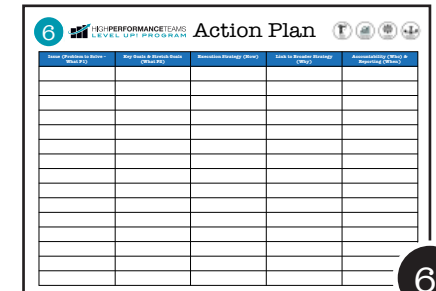
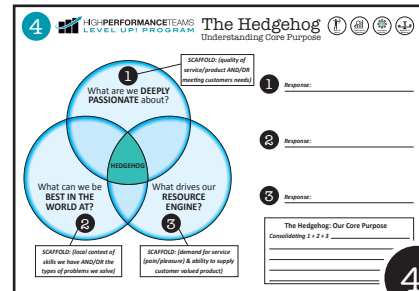
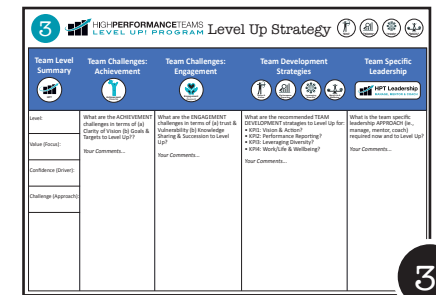
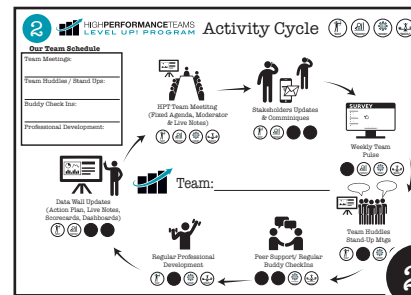
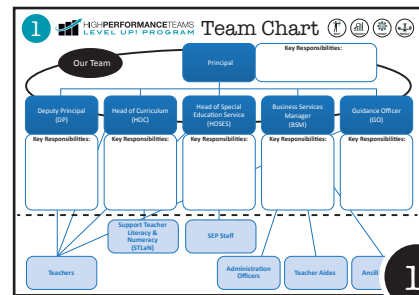
Real life example
on a mobile whiteboard

HIGH PERFORMANCE TEAMS
LEVEL UP! PROGRAM

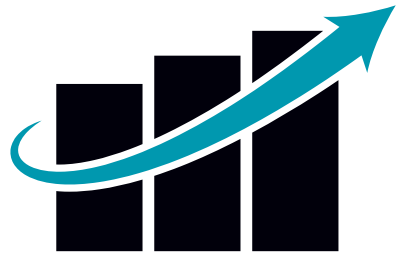
Performance Reporting
 KPI 2

WorldLife & Wellness
 KPI 4

Team Business As Usual



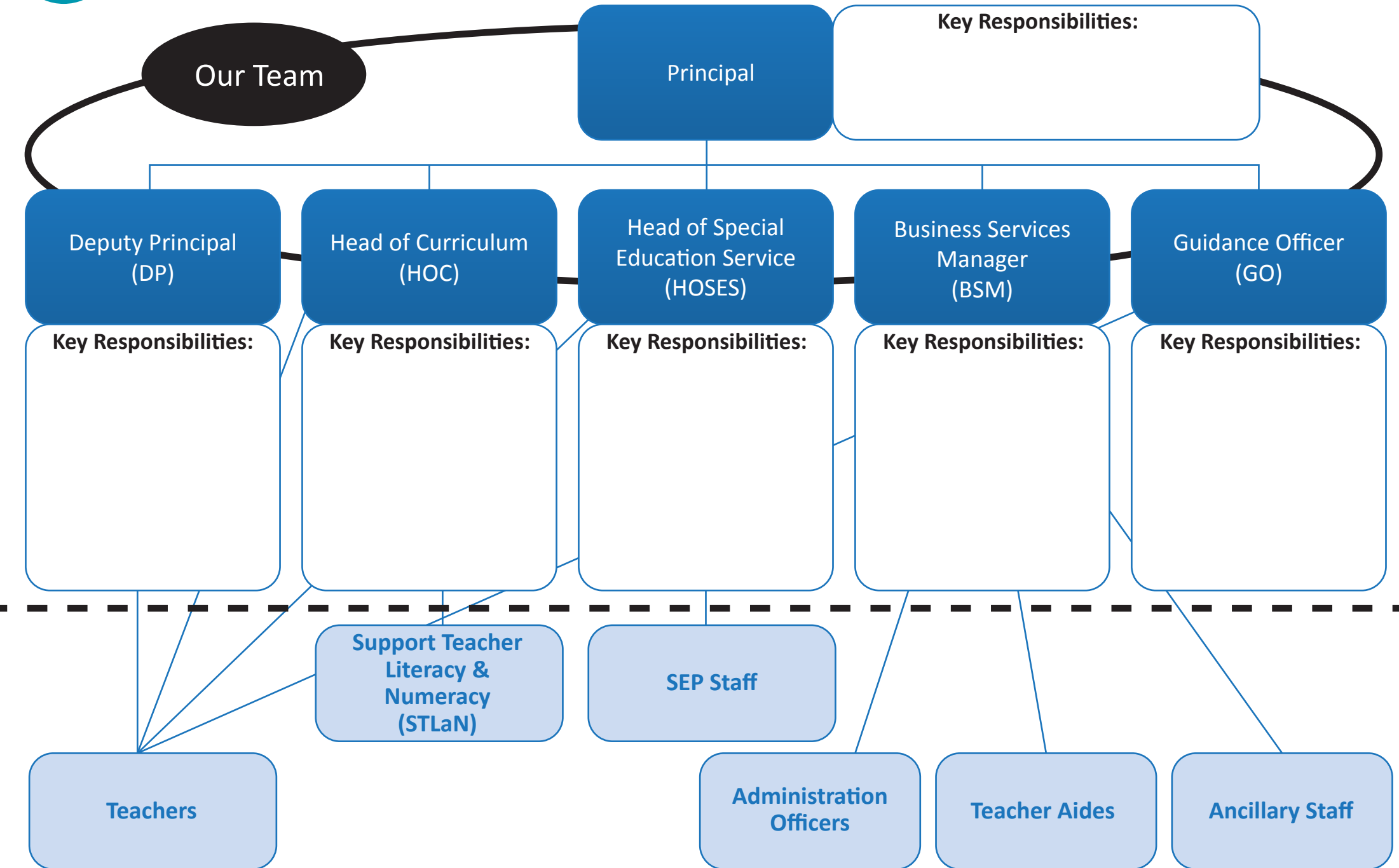
- 10. Team Meeting Agenda/Live Notes
- 11. Team Dynamics Scorecard
- 12. Team Pulse Review & Actions



HIGHPERFORMANCE TEAMS LEVEL UP! PROGRAM



Team Foundations & Level Up



Our Team Schedule

Team Meetings:

Team Huddles / Stand Ups:

Buddy Check Ins:

Professional Development:



Weekly Team
Pulse



Team Huddles
Stand-Up Mtgs



Team: _____



Team Level Summary



Team Challenges: Achievement



Team Challenges: Engagement



Team Development Strategies



Team Specific Leadership



Level:	What are the ACHIEVEMENT challenges in terms of (a) Clarity of Vision (b) Goals & Targets to Level Up?? <i>Your Comments...</i>	What are the ENGAGEMENT challenges in terms of (a) trust & Vulnerability (b) Knowledge Sharing & Succession to Level Up? <i>Your Comments...</i>	What are the recommended TEAM DEVELOPMENT strategies to Level Up for: • KPI1: Vision & Action? • KPI2: Performance Reporting? • KPI3: Leveraging Diversity? • KPI4: Work/Life & Wellbeing? <i>Your Comments...</i>	What is the team specific leadership APPROACH (ie., manage, mentor, coach) required now and to Level Up? <i>Your Comments...</i>
Value (Focus):				
Confidence (Driver):				
Challenge (Approach):				

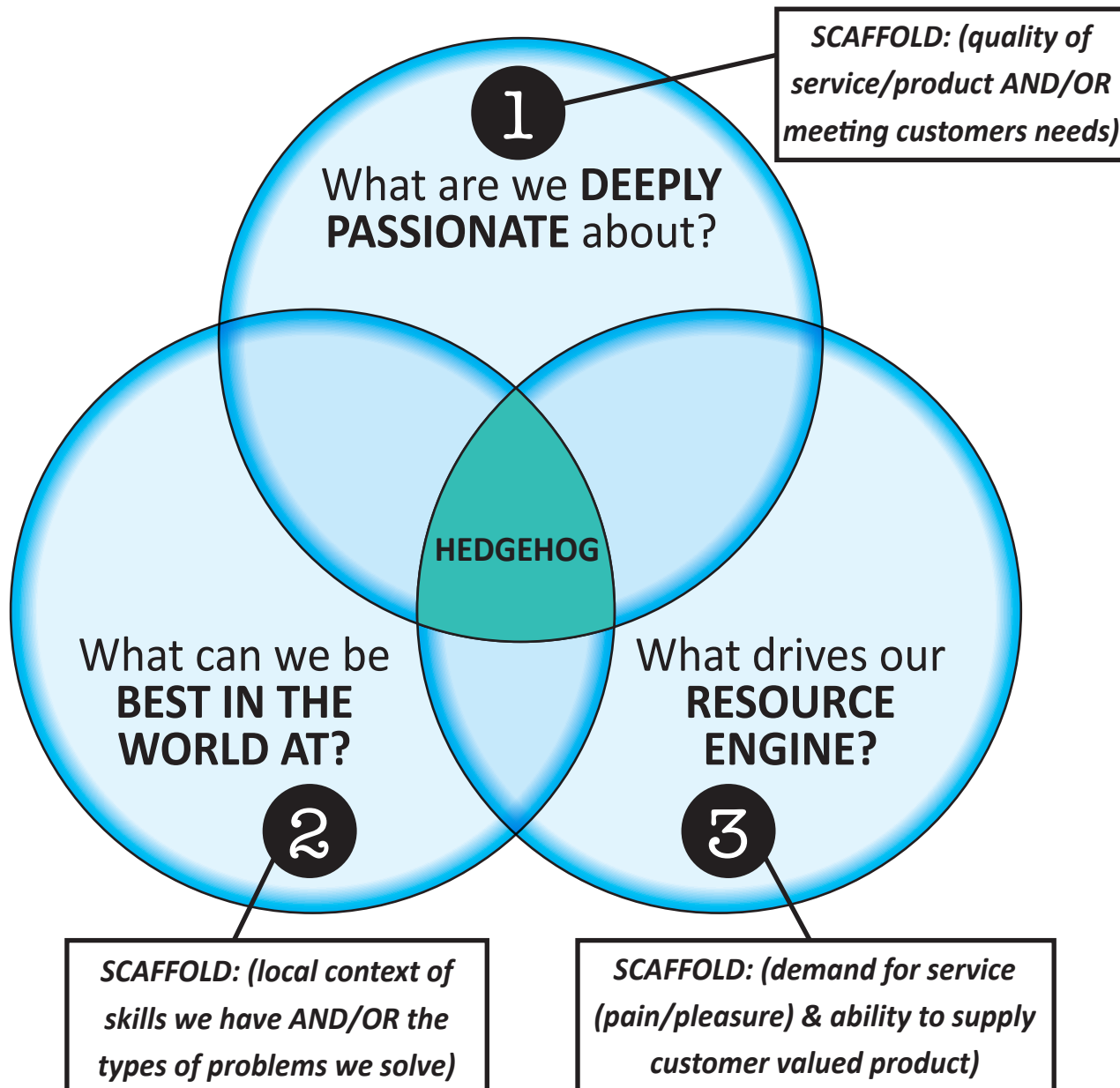


HIGHPERFORMANCE TEAMS LEVEL UP! PROGRAM



KPI 1

Team Achievement Strategy



1

Response: _____

2

Response: _____

3

Response: _____

The Hedgehog: Our Core Purpose

Consolidating 1 + 2 + 3 _____



Vision & Goals



1

Our Core Purpose is: _____

Range of Vision Casting is (specify date): _____

2

Describe what would we look like, sound like and feel like in 12 months time if everyone was 100% committed to our Core Purpose 100% of the time...

Looks Like

Sounds Like

Feels Like

3

Based on our Vision (Y-Chart), our top Priorities for _____ (time) are:

1. _____
2. _____
3. _____
4. _____

4

For each of our Priorities (above), our Key Goals and Stretch Goals* are:

Goals (SMART)	Accompanying 10x* Stretch Goal

1. **How could we leverage this to benefit to a much larger audience?*
2. **How could we do it faster / easier and/or with less inputs / resources?*

Action Plan

[illegible]



HIGHPERFORMANCE TEAMS LEVEL UP! PROGRAM



KPI 3

Team Engagement Strategy



Team Profile

Talent Map



Date: _____

[illegible]

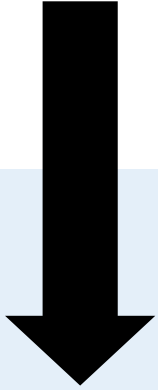


HIGH PERFORMANCE TEAMS
LEVEL UP! PROGRAM

Above & Below The Line



Objective

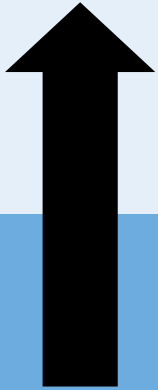


Acceptable Behaviour

Subjective

..... The Line

Subjective



Objective

Unacceptable Behaviour



Calling Behaviour Protocol

(Difficult Conversations When All Else Fails)



STEP 1: Preparing for the Conversation

Notifying the other party of the 'type' of conversation requested and making a time to talk that both people are able to be focused and fresh.

OUR TEAM APPROACH IS:

STEP 2: Having the Conversation

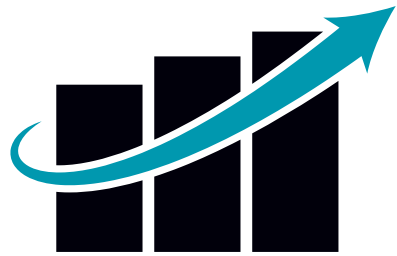
Establishing clear ground rules to prevent conflict, allow gaps and breaks if needed and promote healthy outcomes.

OUR TEAM APPROACH IS:

STEP 3: Failure to Resolve Next Steps

The agreed process to escalate issues and involve third parties if the matter is unable to be resolved.

OUR TEAM APPROACH IS:



HIGH PERFORMANCE TEAMS LEVEL UP! PROGRAM



KPI 2



KPI 4

Team Business As Usual



HPT Meeting Agenda



(Organisation) Team Meeting (60min)

(Mission)

Location:

Date & Time:

Chair:

Moderator:

Notes/ Minutes:

Attendees:

Apologies:

Item 1 <i>Inclusion 1</i>	Welcome • Organisation Mission & Values Share; • Specific Team Role & Accountability; • Meeting Team Purpose & Outcomes; • Moderator Cards & Ground Rules		Chair	2 mins
Item 2 <i>Support 1</i>	Warm-Up One word barometer; Ice-breaker and/or Success & Challenge		All	3 mins
Item 3 <i>Proactive 1</i>	Team Member Updates Week/s Prior & Week/s Ahead Exception Reporting (2 mins max per team member) (Refer to Team Data Wall) <i>Live Notes:</i>		All	8 mins
Item 4 <i>Proactive 2</i>	Hot Issues • Pair & Share Top 2-3 Issues – Write on whiteboard and vegas vote (5 ticks per person) (3 mins) • Top 2 topics selected • 1 min – elaborate / 1 min – clarify / 3 mins – discuss / 1 min takeaway action <i>Notes:</i>		All	15 mins
Item 5 <i>Strategic 1</i>	Senior Leaders Briefing and Q&A <i>Live Notes:</i>		Senior Leader	10 mins
Item 6 <i>Strategic 2</i>	Deep Dive Presentation & Strategy Discussion* • Present strategic issue & question for discussion (use template) (7 min) • Discussion / brainstorm (use whiteboard to track conversation) (7 min) • Presenter comment on takeaway value of discussion (1 min) (*alternate with Action Plan Review & Update item as needed) <i>Live Notes:</i>		Presenter	15 mins
Item 7 <i>Support 2</i>	Team Pulse: Culture & Communication Update • Wellbeing Update –Team Pulse Survey data review & note of forward actions to promote wellbeing • Culture Update – round table discussion of notable personal news and events among team. Clarification of key forward messages for stakeholders. <i>Live Notes:</i>		All	5 mins
Item 8 <i>Accountable</i>	Close (Barometer, Takeaway Actions, Moderator Feedback & Next Mtg Roles) Moderator Feedback: Next Meeting Date/Time: Chair: Moderator: Live Notes/Minute Taker:		Chair & Moderator	2 mins

Ground Rules (Red Card/ Yellow Card)

1. Openness & Trust- Right to 'off record' speech with 'on the record' documented as formal feedback.
2. Balanced Debate - Respecting both sides of the argument and allowing diversity of views.
3. Competency over Role - Respecting the 'value' of the person's opinion regardless of their 'status'.
4. Issues over Personalities - Staying 'issues' focused and not letting personalities overpower the agenda.
5. Accountable Actions & Clear Outcomes -Being constructive in feedback and offering a solution focused
6. No Devices – Exception Moderator & Chair for Time Keeping & Live Notes/ Minute Taker



Moderator Scorecard



Team Dynamics Scorecard

Team/Meeting _____ Date/Duration _____ Moderator Initials _____

Instructions: Use the scale below to indicate how each factor applies to your team meeting. Please evaluate the statements honestly and without over-thinking your answers.

1.	Openness & Trust <i>A climate of trust and candour – sharing difficult information and engaging in spirited debate</i> Rating Observations: _____	Very Low 1 ☐	Low 2 ☐	Moderate 3 ☐	High 4 ☐	Very High 5 ☐
2.	Balanced Debate <i>A culture of balanced debate through respect for dissenters and probing of silent participants</i> Rating Observations: _____	Very Low 1 ☐	Low 2 ☐	Moderate 3 ☐	High 4 ☐	Very High 5 ☐
3.	Competency Over Role <i>Utilising professional competencies over roles/positions to ensure expertise is brought to the debate/decision</i> Rating Observations: _____	Very Low 1 ☐	Low 2 ☐	Moderate 3 ☐	High 4 ☐	Very High 5 ☐
4.	Issues Over Personalities <i>The discussion remains on key strategic issues/topics and is not overtaken by personalities associated with issues</i> Rating Observations: _____	Very Low 1 ☐	Low 2 ☐	Moderate 3 ☐	High 4 ☐	Very High 5 ☐
5.	Accountable Actions & Clear Outcomes <i>Clear individual accountabilities established for each group member with key due dates for measurable deliverables</i> Rating Observations: _____	Very Low 1 ☐	Low 2 ☐	Moderate 3 ☐	High 4 ☐	Very High 5 ☐

Total Scores

Total Performance Score: _____ Sum of 5 Ratings _____ out of a maximum of 25
Percentage Performance Score: _____ Total Score _____ multiplied by 4 = _____ %

Notes – Key Competencies: (a) Be able to identify and communicate individual (i.e., technical, strategic, governance, relational or political) skill sets to the rest of the group and have an awareness of the balance of skill sets across the group; (b) Assimilate and synthesise complex information quickly; (c) Develop and deliver a convincing argument; (d) Be innovative and think beyond the normal curve; and (e) Understand issues at both the detailed/local level and ‘big picture’ whole of organisation level.

Yellow Card – Caution – Keep on Track _____

Red Card – Stop – Refocus/Redirect _____



Team Pulse Review & Actions



Team: _____

Date: _____

KPI	Pulse Question	Current	Previous	Example Improvement Strategies	Discussion Notes & Actions
 KPI 1: Vision & Action	Job Satisfaction (Sense of achievement and enjoyment at work)			Regular review of core purpose, 1 and 5 year vision, and team & organisation values; Re-aligning/ refreshing team & individual strategies and action plans.	
 KPI 2: Performance Reporting	Performance Feedback (Regularly giving and receiving feedback with co-workers)			Clear KPIs in role descriptions and team charters; use of data walls to chart progress; and individual and group meeting protocols focusing on accountability and improvement.	
 KPI 3: Leveraging Diversity	Co-worker Support (How well the team is getting along together)			Regular team profiling to understand risks of personality clashes; clear above and below the line behaviour charts; and protocols for difficult conversations among peers.	
 KPI 4: Work/Life & Wellbeing	Work/Life & Wellbeing (Satisfaction with work/life and personal wellbeing)			Regular short team building activities; use of ice breakers in meetings; training and awareness among team on work/life strategy and resilience.	