



THE TOP TENS

Ten tips on creating and leading high-performing teams

ESTHER EWING AND BILL SEDGWICK

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Team leaders in the workplace can pull strong levers to help their teams achieve high performance. Here is how:

- 1. Be trustworthy.** If your team doesn't trust you, the path to success is full of pitfalls. For the leader, building the trust of team members often depends on how you react to adversity. Do you tend to blame others or stick up for the team?
- 2. Trust the team.** Great team leaders recruit good employees, assign tasks and boundaries, and then let them succeed. Team members will act in a more trustworthy manner if you show you trust them.
- 3. Tell the team's story.** The leader should create and share the story of why the team's work is important. Successful leaders are crystal clear about what success looks like. If you're digging a mine shaft, must you dig 5 or ten metres a day? If you're building a software tool, what capabilities are needed? Clarity in your mind and in the minds of the members is critical.
- 4. Consider the culture.** Good team leaders tend to the team's culture. What culture do you want your team to have? Successful leaders identify the values the team needs, and behaviours that go along with those values, before modeling such values themselves. People learn what they live. What are you teaching them?
- 5. Be a coach.** Leaders know how to coach and inspire. They invest time in their team members.
- 6. Check your ego.** Leaders want their team to succeed, and sacrifice their own egos to do it, moving the team forward. Successful team leaders are coaches and supporters. They lead from the front when they
- 7. Only give credit in public.** Successful leaders give constructive feedback privately. They ask for behaviour change and say why it matters. They are fair and have the other person's best interests at heart.
- 8. Share information.** They share information, which the team needs to be successful, recognizing that they can't always predict what team members need to know. Organizations that work on a "need to know" lose some of the team's ability to be successful by holding information close.
- 9. Be truthful.** Team members and others will trust you when you tell the truth. If you can't disclose information, say so. Being truthful and fair wins trust, and the members will understand that you will speak about things when you can.
- 10. Celebrate success.** Great teams and their leaders have an ability to celebrate success, which is important. It brings the team together and is an opportunity to recognize superior effort. Knowing this is coming is extra incentive for the team to work hard on challenges at hand.

Esther Ewing and Bill Sedgwick are co-founders and partners of Big Tree Strategies Inc. Big Tree Strategies works with teams that do critical work, helping them become more effective and engaged.



+1 416.410.8787
 Bill@bigtreestrategies.com
 Esther@bigtreestrategies.com
 BigTreeStrategies.com

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