

HIRING AND TRAINING A HIGH-PERFORMANCE TEAM

2016 SCORE SMALL BUSINESS SYMPOSIUM



Presented by Ray Madaghiele

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Business Energizers, a division of Transformational Learning Center

Get Clear ~ Get Organized ~ Get Going ~ Get Results™

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INTRODUCTION

Developing high-performing teams is vital to the success of any business. During this 50-minute interactive session, you will learn valuable, practical tools and tips designed to attract and build a team of “Eagles” whose performance and decision-making align with the highest and best interest of your organization. During this workshop the facilitator will guide you to explore:

- **How to attract and select the right and perfect people for your team by...**
 - assuring resonance and passion with your “Big Why”
 - infusing your organization’s culture with lofty behavioral values
 - assessing team member fit and training needs using the A.S.K. success triangle.

- **How to build a synergistic team that strives to deliver exemplary service by...**
 - understanding the natural, dynamic Cycle of Teams
 - creating a culture of O.W.N.E.R.S.H.I.P. and self-accountability
 - establishing Declarations of Understanding that strengthen team member relationships and communication
 - formulating Individual Development Plans that encourage continuous improvement.

About your facilitator...



Ray Madaghiele is Chief Inspiration Officer of Business Energizers, a division of Transformational Learning Center. Ray has more than 25 years’ experience facilitating, training, speaking, and coaching in organizations and communities across the United States. The engaging processes and proven principles he shares inspires people to:

- Get Clear about their unique company culture and strategic direction
- Get Organized to achieve their vision, mission and goals
- Get Going with everyone on the same page and moving in the same direction
- Get Results in the form of success and fulfillment

His facilitation specialties include strategic planning, leadership retreats, community visioning, problem solving, and employee engagement focus groups. Ray uses an engaging, interactive facilitative style that draws out and captures participants’ best ideas in a remarkably short period of time.

His customized training and speaking specialties focus on leadership, team-building, strategic planning, goal setting, customer service, creative problem solving, effective communications, human relations, project management, and time management.

His leadership success coaching assists leaders to accelerate the implementation of facilitation and training outcomes in their organizations and in their personal and professional lives.

Ray is the author of *Energize Your Business: Engage Your Employees with an Inspiring Strategic Planning Process* in which he shares his facilitation secrets, proven tools, and success tips.

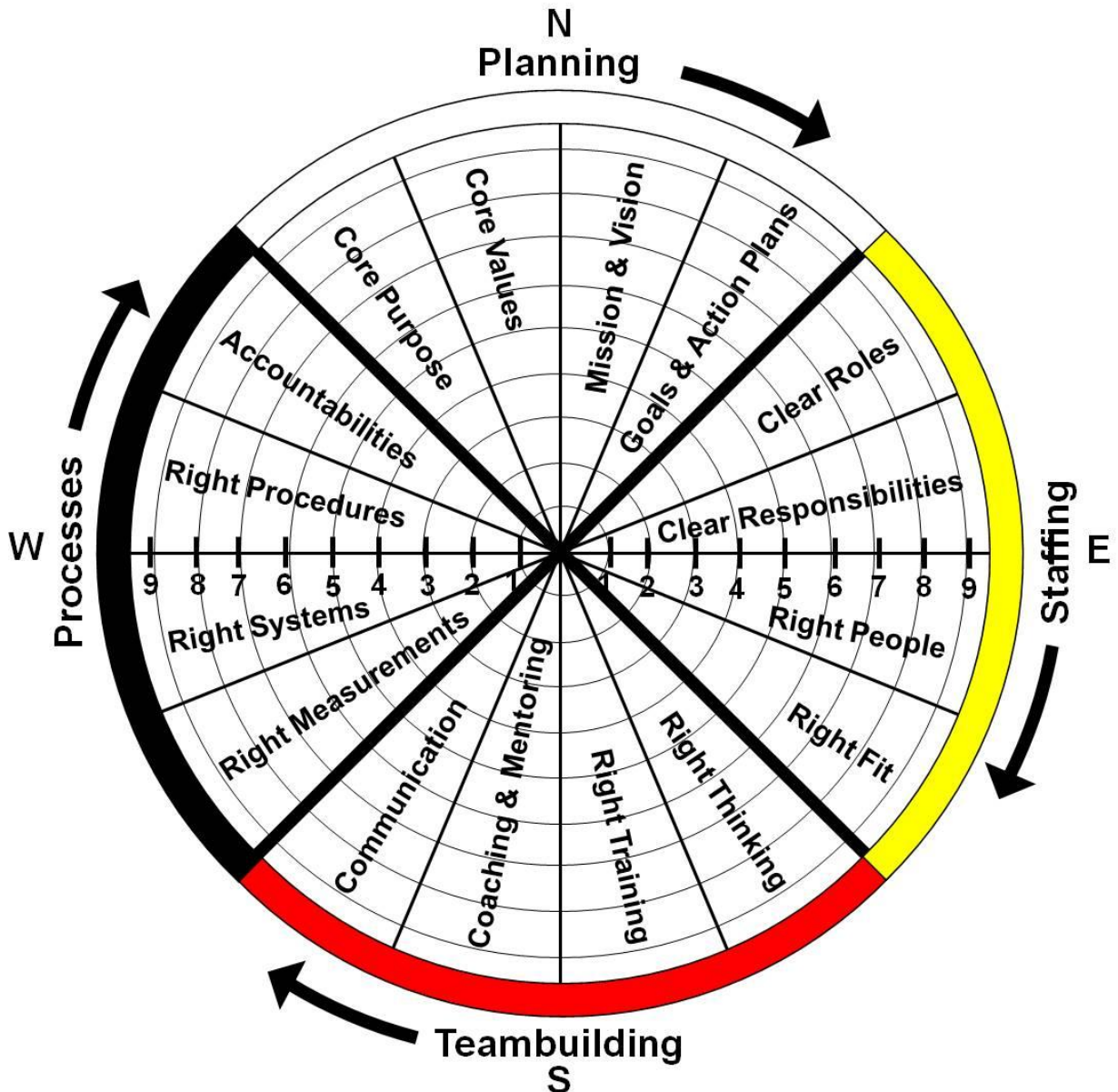
CIRCLE OF SUCCESS MATRIX ASSESSMENT

Instructions: Rate your present level of success in each of the key sectors identified below that contributes to the prosperity of your organization. A ten (10) indicates that you are effective and efficient in that area and couldn't be more successful if you tried. A zero (0) indicates that your organization is performing extremely poorly in that area and couldn't do worse if you tried.

Key Sectors	Rating (0 to 10)
PLANNING	
Core Purpose: You have a written core purpose that identifies why your organization exists—your employees understand it and factor it into the heart of their decisions and actions.	
Core Values: You have a set of written core values that guide employees' behaviors and how they treat each other and your customers. They are promoted and enforced consistently.	
Mission & Vision: You have a written mission statement that clearly defines your business, and a vivid vision of your desired future state that provides your employees clear direction.	
Goals & Action Plans: You have identified in writing the goals, objectives, strategies, tactics, schedules, and resources required to achieve your purpose, mission, vision, and values.	
STAFFING	
Clear Roles: Your employees understand their unique roles in the organization—their piece of the puzzle—and how their roles are important to the success of the organization.	
Clear Responsibilities: Your employees understand their job duties and responsibilities and their bosses' desires and expectations of them so they can be successful.	
Right People: You have hired the right people who possess the necessary attitude, skills, and knowledge for the organization to be successful and for them to be fulfilled.	
Right Fit: You have placed your employees in the right jobs that match their talents, skills, abilities, and passions to maximize their potential and optimize their contribution.	
TEAM BUILDING	
Right Thinking: Your employees make good, confident decisions— with minimum supervision— that are in the best interest of the organization, customers, and their team.	
Right Training: You provide employees with the necessary training for them to develop the right attitude, skills, and knowledge to perform their jobs effectively and efficiently.	
Coaching & Mentoring: You provide employees with coaching and mentoring developmental opportunities to help them reach their goals and achieve success.	
Communication: Communication flows effectively and efficiently throughout the organization such that employees are kept informed and given ample opportunity for feedback.	
PROCESSES	
Right Measurements: Progress is measured so that it is always clear how well things are going toward fulfilling the values, mission, vision, goals, objectives, strategies, and tactics.	
Right Systems: Required systems (high-tech & low-tech) are established to make the goals, objectives, strategies, and tactics operational and deliverable—effectively and efficiently.	
Right Procedures: Procedures are identified in writing for effectively and efficiently accomplishing the different processes in the different departments.	
Accountabilities: Employees understand their commitments and responsibilities and are encouraged to be self-accountable—supervision holds them accountable if necessary.	

CIRCLE OF SUCCESS

Maximizing Alignment and Performance



CORE PURPOSE

Do you know your “Big Why”—your Core Purpose? If not, lasting success may elude you.

The core purpose of your organization is like the seed of an apple. “You can count the number of seeds in an apple, but you can’t count the number of apples in a seed.” No one knows the potential yield of your organization and how much your employees can produce in the lifetime of your company.

“Cause and effect, means and ends, seed and fruit, cannot be severed; for the effect already blooms in the cause, the end pre-exists in the means, the fruit in the seed.”

~Ralph Waldo Emerson

Your organization has a unique core purpose for serving the world. This is your “Big Why?”—why your organization was started in the first place—beyond just making money. What’s yours? It is most likely the original heartfelt reason you decided (or are deciding) to take a leap of faith and start a business.

Knowing your core purpose keeps you centered on what’s most important—during good times and challenging times.

Remember when you first got excited about the idea of starting your own business—when you got goose bumps just thinking about it? Where were you? What was *your* inspired idea that grew into *your* “Big Why?” for doing it—beyond just making money? The answer is something very simple and profound at the core of your mission as an organization.

This is the core purpose of your company. It should be at the heart of everything you do, all the decisions you make. It is why your organization exists. It either solves a problem or fulfills an aspiration or desire. It is the seed that, when properly nurtured, will begin to take root.

Once you and your employees understand your core purpose and have placed it at the heart of everything you do, everyone involved will make good, sound decisions. It will be a compass for all you choose to do.

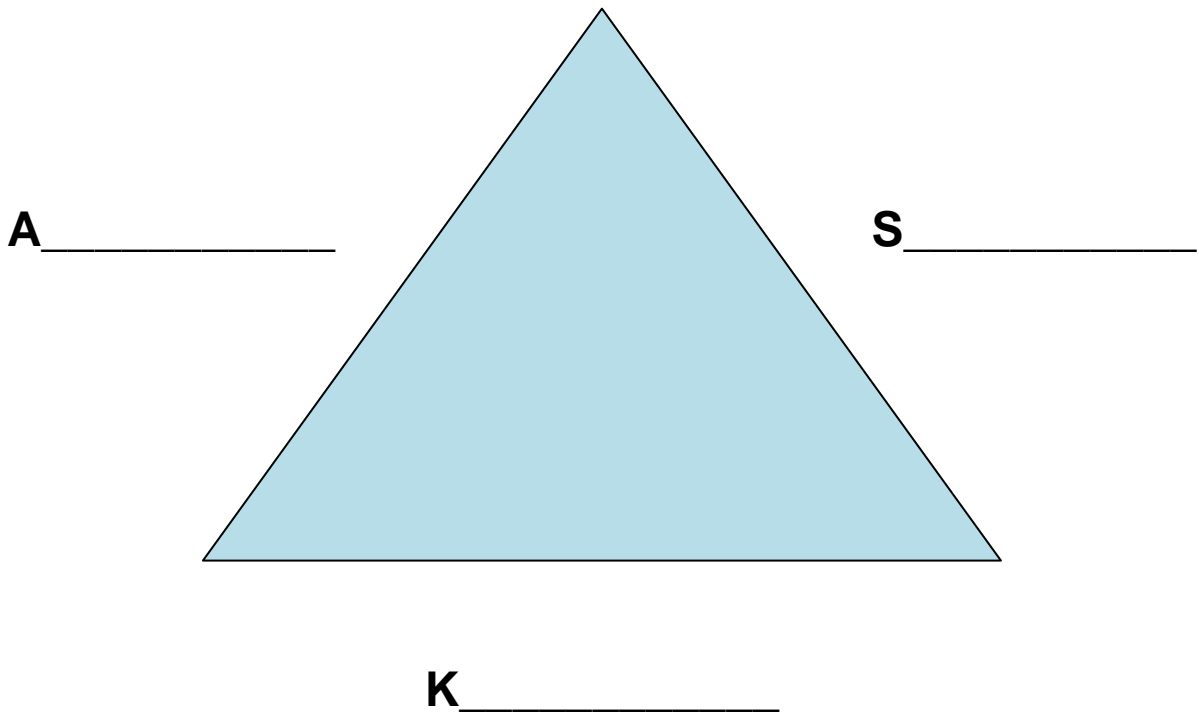
Here are some examples of core purposes from successful companies that you probably know:

- Disney – “To bring happiness to millions”
- Nordstrom – “Service to the customer above all else”
- Johnson and Johnson – “To alleviate pain and disease”
- Walmart – “We exist to provide value to our customers”
- My company, TLC – “We inspire hope and awaken greatness”

What’s the Core Purpose of your organization?

Why is your organization here? Why does your organization exist?

THE A.S.K TRIANGLE ASSESSMENT



What are important traits for a successful team member?

THE POWER OF ATTITUDE



The longer I live, the more I realize the impact of attitude on life. Attitude is more important than the past, than education, than money, than failures, than circumstances, than successes, than what other people think or say or do. It is more important than appearances, giftedness or skill. It will make or break a company, a school, a church, a community or a family.

The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude...

I am convinced that life is 10% what happens to me and 90% how I respond to it. And so it is with you. We are in charge of our own attitude!

~Charles Swindoll

O.W.N.E.R.S.H.I.P. PRINCIPLES

How well are you and your organization practicing this level of ownership? Try these **O.W.N.E.R.S.H.I.P. Principles** on for size:

Optimism – Owners maintain a positive, “can do” attitude, always “looking up” for opportunities and possibilities, even in the midst of chaos. They understand that we create our tomorrows through our thoughts, words and actions today.

We Attitude – Owners are team players who understand the power of synergy and make decisions that are in the best interest of the whole. They give credit where credit is due.

innovative – Owners fearlessly express their creativity without worrying whether they will fail or look bad, understanding that each failure is a steppingstone to success. They are always looking for ways to improve processes, systems, and performance.

Elevate – Owners are never satisfied with the status quo. They continuously raise their own bar to higher levels of personal effectiveness and productivity—and inspire others to do the same.

Responsibility – Owners are accountable and assume 100% responsibility for their thoughts, words, and actions. They see themselves as active contributors to the organization’s success—and their own.

Solution-Focused – Owners do not dwell on problems but instead focus their attention on solutions—converting problems into goals. They do not waste energy on blaming and finger-pointing.

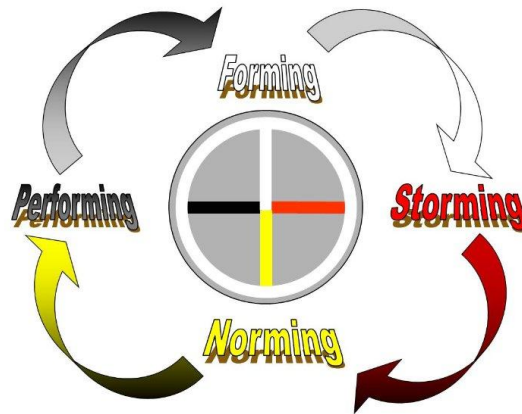
Helpful – Owners enjoy “Wowing” their customers—internally and externally. They seize each interaction as a “moment of truth” for taking the initiative to serve before being asked.

Integrity – Owners do what they say they will do and follow through on their commitments. They model the organization’s values and operate consistently with policies and procedures.

Productivity – Owners know how to manage their own enthusiasm and energy. They prioritize their goals so that everything they do is highly focused and productive. Imagine what your life and your organization could be like with such a culture of ownership. The words “fulfilling” and “successful” come to mind.

What is your organization doing to create a service culture of ownership?

The Cycle of Teams



1. **Forming** – The team is formed. People come together and begin checking each other out and discovering why each person is there. Everyone is pleasant. No one wants to rock the boat. Everyone is becoming clearer about his or her various tasks, roles and responsibilities, and how those elements fit into the big picture. It is analogous to dipping a toe into a body of water to test the temperature before fully committing to dive in. This phase is vital in order to reach the next level of maturity in the cycle...
2. **Storming** – In this phase, people are refining their understanding of their roles and responsibilities and are becoming bolder and more comfortable about sharing their thoughts and feelings. People are more authentic in expressing their unique personalities. Conflicts naturally arise as team members share differing ideas and opinions. They are prone to take a stand on key issues. This phase is vital to reach the next level of maturity in the cycle...
3. **Norming** – Conflicts are resolved. The group becomes clear about its collective vision, mission, and goals. Team members understand their individual roles and responsibilities. The group reaches agreement regarding what is in the best interest of all concerned. Individuals detach from their selfish positions and align with what's important to the group as a whole. This phase is essential in reaching the next level of maturity in the cycle...
4. **Performing** – Things are humming along. Actions are being implemented. The group synergistically moves forward in alignment with its vision, mission, and goals, with an eye on doing what's in the best interest of all concerned. Communication is compassionate, open and free-flowing. Everything is progressing according to plan. People feel great about what they are accomplishing together as a team.

Note: Teams don't go through the four phases of the cycle only once. It's continual! Whenever a new team member joins, or an existing member leaves, or the team goals change, the team leader needs to guide the team through the cycle again. The good news is that it typically takes much less energy to complete the process than it does during the initial cycle.

DECLARATION OF UNDERSTANDING



_____ desires and expectations of _____

Our "Common Ground": How we choose to treat each other...What we can count on each other for...
1.
2.
3.
4.
5.
6.
7.
_____ desires and expectations of _____ performance...
1.
2.
3.
4.
5.
6.
7.

Signatures:

Date: _____

INDIVIDUAL DEVELOPMENT PLANS



“Give everyone a vested interest in the success of your organization. Involve every employee in your organization’s strategic planning process. Assign everyone a “piece of the puzzle” from the strategic plan (so that employees have a vested interest in accomplishing the goals); include those goals in their Individual Development Plans (IDPs). Their “piece of the puzzle” now becomes part of their performance review.”

~ Ray Madaghiele, author of *Energize Your Business*

Professional goals (tied to your organization’s strategic plan)

Personal Development Goals

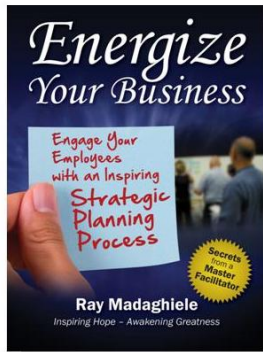
Coaching and Mentoring Opportunities

SCORE SYMPOSIUM SPECIAL!

Attendees receive 20% Discount on Ray's Print Book

(Go to www.EnergizeYourBusiness.biz and enter the Discount Code YENN9R4C at checkout)

Want to Energize Your Business?



Planning is vital for the success of your business—no matter how many employees you have. And you don't have to do it alone. In fact, you shouldn't. Engaging your employees in the planning process is the best way to gain enthusiastic buy-in and support.

Do you want to get clear, get organized, get going, and get results as quickly as possible? If that's what you're looking for, this is the book for you.

A strategic planning process done well . . .

- is an engaging, inspiring and fun opportunity to create collaboration and cooperation among all employees
- creates alignment from the top of the organization to the frontline—getting everyone moving in the same direction toward the same vision and goals
- attracts the right and perfect employees and customers, people who resonate with your organization's culture and aspirations
- energizes and lifts your organization and everyone in it to the next level of success and fulfillment!

Throughout *Energize Your Business*, the author shares his secrets and proven, practical tools and tips accumulated over his 25 years of experience facilitating groups. You will read stories and examples of successful companies who have implemented the very principles and processes discussed in this book.

After reading this book, you will view strategic planning in a new light—as one of the best ways to truly engage your employees in the success of your organization. You'll see just how easy, fun, and inspiring the process can be for everyone involved.



Order or learn more at . . .

www.EnergizeYourBusiness.biz

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