

# » Create Your High Performance Team

As you settle in to 2018, is the time right to give your team a tune up? Creating a vision and direction, defining roles and responsibilities, establishing clear objectives, creating standards, holding members accountable, dealing with team conflict, training team members, and of course making sure you have the right people on your team are key responsibilities. Dealing with team and individual dynamics is also crucial. Team dynamics form wittingly or unwittingly and as a team leader, you must shape the dynamics of your team.

High performing teams have positive attitudes. Teams high in positivity perform better, are more profitable and have higher customer satisfaction scores. So why do we see leaders who allow one (or two) bad apples to spoil team dynamics?

You know those bad apples, Negative Nelly and Negative Ned who bring your team dynamics and productivity to a screeching halt. Their mood and attitude can infect the rest of your team and their poor behavior can be adopted by other members. Paradoxically, these outliers tend to be technically adept or long term employees who possess valuable legacy information. What should you, as the team leader do?

Interestingly, I worked with two different executives in 2017 whom each had a Negative Nelly (or Ned) on their staff. And both believed they couldn't live without that person – the cost of their contribution was worth the price. Now here's the extraordinary part of this story, in both situations, the negative force left the team and both leaders now remark how they should have dealt with the dynamics sooner. Now we are working on rebuilding their teams for high performance.

The individuals that make up a team can have a huge impact via the mood they bring to the team. If you want to discuss the role of positivity in you or your team and wittingly create a team of high performance, give me a call.

Sincerely,

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