

# THE FOUR LEVELS OF TEAM PERFORMANCE

	PEOPLE	PROCESS	PERFORMANCE	CULTURE
WORLD CLASS TEAM	<ul style="list-style-type: none"> <li>■ The sum of the parts is greater than the whole.</li> <li>■ High calibre people in the right roles.</li> </ul>	<ul style="list-style-type: none"> <li>■ Processes followed yet continually developed.</li> </ul>	<ul style="list-style-type: none"> <li>■ Exceeding targets.</li> <li>■ Industry leader, breaking new ground.</li> <li>■ The one that others copy.</li> </ul>	<ul style="list-style-type: none"> <li>■ Aspirational – anything is possible.</li> <li>■ Truly collaborative.</li> </ul>
PERFORMING TEAM	<ul style="list-style-type: none"> <li>■ The whole is equal to the sum of its parts.</li> <li>■ Good people in the right roles.</li> </ul>	<ul style="list-style-type: none"> <li>■ Processes followed, sometimes slavishly.</li> </ul>	<ul style="list-style-type: none"> <li>■ Hitting targets.</li> </ul>	<ul style="list-style-type: none"> <li>■ Content - why change a winning formula?</li> <li>■ People think about their team first, then the wider team or business.</li> </ul>
LOW PERFORMING TEAM	<ul style="list-style-type: none"> <li>■ The team is carried by a few stars.</li> <li>■ Poor behaviour is ignored if the results are good.</li> </ul>	<ul style="list-style-type: none"> <li>■ Some processes in place.</li> <li>■ Patchy application.</li> </ul>	<ul style="list-style-type: none"> <li>■ Missing targets.</li> </ul>	<ul style="list-style-type: none"> <li>■ Apathy – we tried that once and it didn't work.</li> <li>■ Siloed working.</li> </ul>
DYSFUNCTIONAL TEAM	<ul style="list-style-type: none"> <li>■ The sum of the whole is less than the sum of its parts.</li> <li>■ Wrong people in the team.</li> </ul>	<ul style="list-style-type: none"> <li>■ Few processes in place.</li> <li>■ Some willfully ignored.</li> </ul>	<ul style="list-style-type: none"> <li>■ In decline and at risk of collapse.</li> </ul>	<ul style="list-style-type: none"> <li>■ Protectionism – I've got to look out for number one.</li> <li>■ Extreme siloed working – actively withholding information.</li> <li>■ Open conflict or false harmony.</li> </ul>

INSPIRING

ENERGY

DRAINING