

THE FOUR LEVELS OF TEAM PERFORMANCE

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

INSPIRING

ENERGY

DRAINING