

**THE**

**PEAK**

**PERFORMANCE**

**FORMULA**

A simple philosophy for building a High Performing Team

# THE PEAK PERFORMANCE FORMULA

Doing the basics brilliantly well, day in, day out.

## INSIGHT:

Our constant drive to build better teams and become better leaders has caused us to over-complicate something that is actually very simple.

We have been distracted by so many new, clever and complicated strategies for building a great team and in doing so, we've allowed some of the fundamental high-performance behaviours to slip.

Having been leading, developing and researching high performing teams for over 20 years, it is clear to me that great teams all share one under-pinning philosophy.

They may all have a different name for it, but there is, nonetheless, a formula for success that they all apply.



## BUILDING YOUR TEAM ON THE ROCKS

Many of you will be familiar with the parable of the wise man who built his house on a rock. When the rain, wind and floods came and beat down on that house, it didn't fall down, for it was founded on the rock.

But the foolish man built his house on the sand. When the rain, wind and floods came and beat down on that house, it fell – and great was its fall!

## ACTION:

Use the space on the following page to answer these questions:

- Are you building your team on the rock or on the sand?
- Is everyone in your team clear about what the Mission Critical Basics are and are you doing them with ruthless consistency?
- Have you been seduced by the complex, new and exciting?
- Are you layering complexity upon weak, sandy foundations?

*"We are what we repeatedly do. Excellence, then, is not an act, but a habit."*

Aristotle

# MY NOTES

A large, empty white rectangular area intended for taking notes, framed by a light gray border. The area is completely blank, providing space for handwritten or typed notes.

# THE TRUTH ABOUT PERFORMANCE

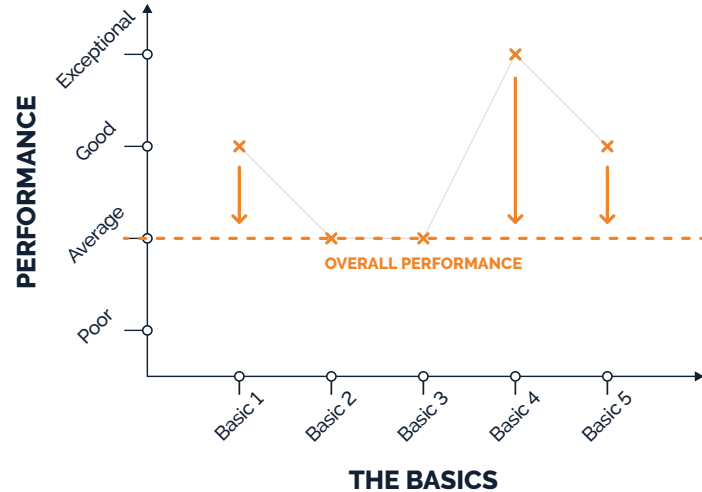
## FALLING TO THE LOWEST STANDARD

There is an uncomfortable truth about teams that many leaders and team members do not like to accept.

The overall performance of any team will always fall to the lowest performance factor.

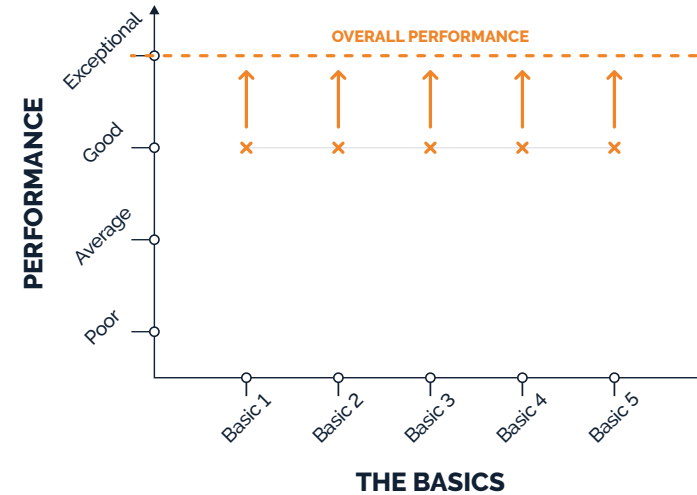
Take the graph below for example.

Let's assume that there are five Mission Critical Basics for your team. If you are consistently good at two of them, exceptional at one and frequently average at the remaining two, then the overall performance of your team drops to average.



*Occasional average, occasional good = consistently average.*

## CONSISTENCY – THE PERFORMANCE ENHANCER



Whilst our performance always drops to the lowest common denominator, consistency is an incredibly powerful performance enhancer.

The overall performance of your team will always rise one level above your most common and consistent performance factor.

Take the graph above.

If you are executing each and every one of your Mission Critical Basics at a good standard, but are doing it with ruthless consistency, then suddenly the overall performance of your team goes up a notch.

*Consistently good = exceptional.*

# THE UNIVERSAL BASICS

## INSIGHT:

There are a number of Mission Critical Basics that apply to every team regardless of their seniority, industry or sector. The seven basics below provide the foundation of rock upon which to build your team.

Executing them to varying standards and inconsistently however, is akin to building your house on the sand. When the pressure builds, your team will fall - and great will be the fall.

## ACTION:

For each of the universal basics below, rate your performance and consistency out of ten (where ten is high). Be brutally honest with yourself as awareness always precedes transformation.

Once you have done that, multiply the two numbers together to get your overall performance score.

Any scores below 70 represent a performance issue that should be addressed as a matter of urgency.

The Basics	Performance	Consistency	Overall Performance
The Universal Basics	How good are we? (0-10)	How often do we perform at that level? (0-10)	Performance x Consistency
<b>1 Effective delegation</b>			
<b>2 Clear roles and responsibilities</b>			
<b>3 World-class meetings and one-to-ones</b>			
<b>4 Clear, timely communication</b>			
<b>5 Disciplined action against standard operating procedures (SOPs)</b>			
<b>6 Avoidance of blame</b>			
<b>7 Exceptional timekeeping*</b>			

\*If you're not five minutes early, you're late. No excuses.

# THE UNIQUE BASICS

## INSIGHT:

Whilst there are seven Universal Basics common to all teams, there will always be another set that are unique to your team.

If you are an executive team, these will be fairly high-level activities and may include things such as:

- Providing those within the company with clarity and focus.
- Actively living and upholding the company's values.
- Ensuring the company delivers exceptional customer service.
- Developing the next generation of leaders.
- Nurturing strategic relationships outside of the organization
- Etc. etc.

If you are operating at the middle-manager level, these Universal Basics may be much more specific.

For example, if you are in charge of a Human Resources function, your universal basics may include:

- Ensuring every document produced is double-checked for accuracy and typos.
- Ensuring all staff are paid correctly and on-time.
- Ensuring every policy and procedure is up-to-date and applied consistently across the company.
- Providing exceptional customer service during the recruitment process.

## TABLE FOOTBALL AND PICNIC BENCHES

There was a period in the mid – 2000's when lots of companies started looking at what the likes of Google and Innocent Smoothies were doing to build a great culture. The problem was, they only saw and replicated the surface level activity. So when they put games consoles and funky picnic benches in the canteens, nobody used them.

Nobody used them because the under-pinning culture wasn't right and people were afraid of what their boss would say if they saw them using it.

Similarly, you may have the best and broadest benefits package in the world, but if you can't pay someone their correct salary on time every month, it really will not matter.

### *So what's the lesson?*

Do the basics right, with ruthless consistency before doing the fancy, clever stuff.

# THE UNIQUE BASICS

## ACTION:

Use the space below to identify the unique, Mission Critical Basics for your team. Then, as before, score your team out of ten against performance and consistency. The areas where you score less than 70, are the areas that require urgent attention.



### TOP TIP -

The best approach to this exercise is to complete it with your team.

*“As to methods there may be a million and then some, but principles are few. The man who grasps principles can successfully select his own methods. The man who tries methods, ignoring principles, is sure to have trouble.”*

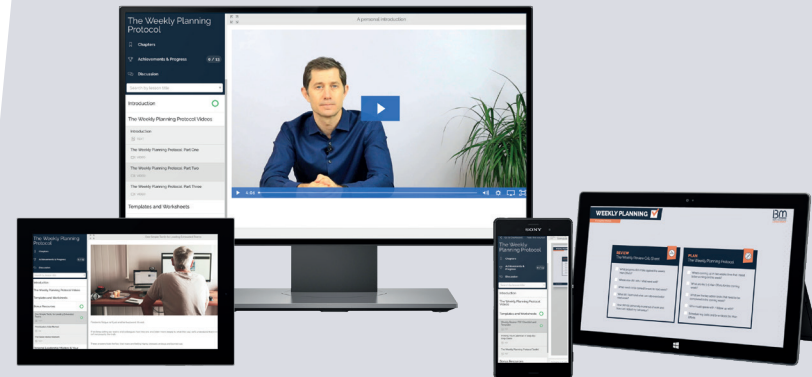
Ralph Waldo Emerson

	The Basics	Performance	Consistency	Overall Performance
	The Unique Basics	How good are we? (0-10)	How often do we perform at that level? (0-10)	Performance x Consistency
1				
2				
3				
4				
5				
6				

# THE WEEKLY PLANNING PROTOCOL - ONLINE PROGRAMME

Has this toolkit been useful? How do you feel about going even deeper, making even more positive changes? I've got just the video programme for you.

The course consists of four high-quality videos, four toolkits and worksheets plus a host of bonus resources. There's even an exclusive discount code for my flagship programme – Personal Leadership Mastery.



**Sign up today and learn more about** >>>

- ✓ The things that are stopping you prioritising effectively for you and your team, and how to overcome them.
- ✓ How to shift from constant fire-fighting and dealing with curve-balls to being pro-active and living life on the front foot.
- ✓ The science and psychology that sits behind the Weekly Planning Protocol.

**Sign up to The Weekly Planning Protocol via the button below, or scan the QR code to get started right away.**

**Sign up today**



**Now is the time to take back control of your weeks, your team and your leadership vision.**



EX-CAPTAIN IN THE BRITISH ARMY; LEADERSHIP EXPERT, MENTOR AND PERFORMANCE COACH

# BEN MORTON

*"My mission is to create a world where people go to work feeling inspired to give their best whilst going home knowing their contribution is valued".*

## About Ben

Ben is a leadership mentor and performance coach with a unique background.

As a former Captain in the British Army, Ben led people in life or death situations.

His experience taught him that leadership is a great privilege and responsibility. Fundamentally, Ben realised that leadership is less about the tools and models and more about understanding what it truly means to be a leader.

## From the battlefield to the boardroom and beyond.

For the past ten years, Ben has been working with senior leaders to help them lead their teams to great success. His track record of helping MDs and CEOs move their teams from good to great and beyond is a testament to his ability to understand people and his talent for cultivating a positive workplace culture.

Before coaching, Ben led expeditions worldwide - his experience spans from the battlefield to the boardroom, giving him a unique approach to leadership coaching to help individuals reach their full potential.

## The why

Ben believes that great leaders take care of more than just what happens when they're at work: he helps them consider all aspects of life to strike the right balance and achieve peak performance, personally and professionally.

Why? Because every person we lead is the most important person in someone else's life. How we act and behave doesn't just affect those we lead whilst at work; we also impact how they are with their loved ones.

Fundamentally, Ben believes a leader's job is to deliver the results AND look after those they lead - these values are at the core of everything he teaches.

## Work with Ben

Ben works with senior leaders and their teams to take every aspect of how they lead to an entirely new level.

He also offers a 1-2-1 Performance Coaching programme for senior leaders.

## Key area of expertise

- Performance Coach
- Leadership Mentor
- Team Development
- Keynote Speaker



*"Ben was an outstanding resource in supporting us to overcome our hurdles to perform as a strong and efficient team! He is brilliant in bringing root causes to the surface and in helping to set norms for better teamwork!"*

**Michael Vom Brocke**  
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