

# Team Quest™

## Senior Team Trustbuilding Program



**Resource  
Development  
Systems** LLC

Managing the Human Side of Business <sup>SM</sup>

*Research* ◆ *Application* ◆ *Results*

## ***Rising Above Mediocrity!***

**Mediocrity:** The state of being only ordinary, average, or of moderate quality; neither good nor bad; barely adequate; good enough to get by.

**Exceptional:** Extraordinary; unusually excellent; superior; ***Being the Best!***

## ***It's About Intent, Not Hope***

Every business owner, CEO, president, or general manager dreams of having their organization, no matter its size, perform at exceptional levels. But exceptional performance doesn't simply happen, nor does it happen simply through the force of will of the top leader in the organization. It comes from having a senior management team leading the organization that is clear about goals and objectives and committed to delivering high performance.

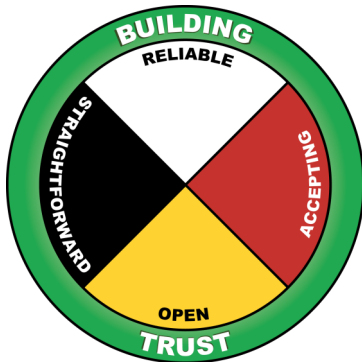
Unfortunately, too many organizations don't actually have an executive team leading them, but rather a group of executives that are acting on behalf of their own best interest or the best interest of the teams they lead. The first step in becoming a high-performing organization is to insure that the people on the executive team are actually functioning as a team.

**70 percent of CEOs who fail do not fail because their strategy is bad. They fail because their strategy is poorly executed.**

Too many top leaders of an organization hope or "have faith" that the other executives of their team are on board with where they are going and what they want the organization to do. The sad reality is that most executive teams lack the clarity, agreement and commitment to the team's and organization's goals to achieve high performance. They get mired in politics.

The best organizations don't leave this up to chance, because they know that it is extremely important. They intentionally set out to manage **Trust**, clarity, agreement and commitment on their executive team.

**The indirect costs related to office politics are estimated at \$100 billion per year.**



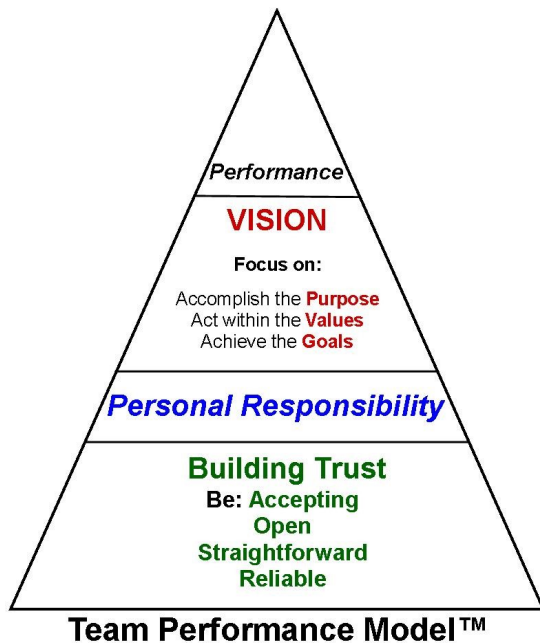
## ***It Begins with Trust***

Trust provides the foundation for effective communication and efficient decision making. Senior Teams that have Trust make better, faster decisions, and are able to more effectively communicate those decisions to the rest of the organization, insuring that everyone is on the same page. Increased Trust on the senior team translates into increased Trust throughout the entire organization. Research shows that where Trust levels are higher in an organization, then employee engagement levels are also higher, which leads to higher levels of organizational

performance.

***Increased Trust equals increased speed and decreased costs; for the senior team and the organization.***

**96% of engaged employees, but only 46% of disengaged employees, Trust management. Which came first; the lack of Trust or the lack of engagement?**



**Team Quest™** provides you and your executive team with the structure, tools and time to insure that you are performing as an exceptional team, and not just a group.

The program uses the Team Performance Model™, developed from our research on high performance, to help your executive team build a foundation of Trust. With Trust developed, your team can then begin to have the kinds of discussions that lead to clarity and agreement on the results that are needed for organizational success. The team is now ready to develop and execute the plans that you will need to achieve that success.



## Building Trust Takes Time

This level of team performance doesn't just happen, but comes about from a planned set of interactions that allows the senior team to Build Trust, develop Personal Responsibility, and focus on the organization's Vision to achieve exceptional results.

It takes time and a well planned process. That is what **Team Quest™** provides you and your senior team. Sometimes it is messy dealing with the "touchy-feely" issues that comes with being human. Yet, dealing with these issues and effectively **managing the human side of business™** is what really drives performance results.

With the use of team and individual assessments, and working on real organizational issues through an Impact Goal™ and Impact Project™, we help you begin to have the discussions that are needed to Build **Trust** and Develop **Personal Responsibility**, and build your executives into a high performing team that can now lead your organization to exceptional high performance results.

As simple as it is to deal with "the human side," it does take discipline and **Intentional Leadership** to decide to deal with and master it.

It begins with you and **your** intent.

**Contact Us Today to Learn More About *Rising Above Mediocrity!***

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**Team Quest™** is a **Seven Elements of High Performance™** Program.

The US Navy has adopted our model for use at the **Center for Naval Leadership** in all of their leadership development programs.



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## The Following is an Overview of the 9 to 12 Month Executive Team Trustbuilding Process

### Pre-Workshop Preparation

Conduct Behavioral and Team Online Assessments; Reading Assignments; and other activities

#### Team Quest Retreat (2 days off-site)

The Team explores what it means to be a cohesive team. They learn about Whole Person Dynamics™, and review their Team Effectiveness Assessment. They then explore how to Build Trust on their team. The Retreat ends with the establishment of an Impact Goal™ and beginning the design of their Impact Project™.

#### Follow-up Actions

The team works on carefully defining the Impact Goal™ and begins discussion of the Impact Project™ that will allow the Team to accomplish that Goal.

#### Review Session 1—Creating Relationships

(1/2 to 3/4 day on-site; about 4 weeks later)

The Team explores how being Open and Straightforward combine to create candor, and allows them to engage in constructive conflict that will allow them to make quicker and better decisions for the team and organization.

#### Follow-up Actions

The Team discusses behaviors that Build and Destroy Trust so that they can begin to engage in constructive conflict

#### Review Session 2 Building Personal Responsibility

(1/2 to 3/4 day on-site; 4 to 6 weeks later)

The Team explores the importance of commitment to decisions and how to hold each other accountable for those commitments, which leads to Reliability and Results.

#### Follow-up Actions

The Impact Project™ is finalized and all team members are committed to its success. Team members begin sharing comparison reports with each other individually.

#### Organizational Culture Workshop

(1 day; off-site; 4 to 6 weeks later)

The Team explores their impact on organizational culture, and the kind of culture that is needed for their organization to increase performance and become exceptional. They then explore their leadership role and the behaviors needed to be a successful leader.

#### Follow-up Actions

The Team members individually review their personal Leadership Effectiveness Assessment, and set personal Action Plans. Team members continue sharing comparison reports with each other individually.

### Re-Assess Team Effectiveness

#### Review Session 3 Team Effectiveness Review

(1/2 day on-site; 4 to 6 weeks later)

The Team takes a look at how well it has done so far on increasing its effectiveness and impact on organizational performance.

#### Follow-up Actions

The Team re-commits to Building Trust and sets action plans for continued improvement.

#### Review Session 4 Achieving Results

(1/2 to 3/4 day on-site; 4 to 6 weeks later)

Review Progress on the Impact Project™ and the achievement of the Impact Goal™  
Plan Next Steps

#### Follow-up Actions

Continual Discussion of team development, Building Trust and Personal Responsibility on the team, and Achieving Results for the organization