



HELPING TEAMS **THRIVE**

Align Your Staff for Success

HELPING TEAMS THRIVE

TASK FOCUSED

vs.

RELATIONSHIP FOCUSED

GIVE FREEDOM

vs.

HOLD RESPONSIBLE

BE DIRECT & TRUTHFUL

vs.

BE CARING & TACTFUL

TABLE DISCUSSION

- What strengths does your *style* bring to the team?
- If you overdo your *style*, what negative results might you experience?

TASK

GET IT RIGHT

Prepared
Follows Rules
Process Driven

GET IT DONE

Direct
Decisive
Results Focused

TAKE TIME

GET ALONG

Patient
Loyal
Team Focused

QUICK

GET INVOLVED

Extraverted
Talkative
Brings Energy

RELATIONSHIP

LEVEL ONE QUESTIONS

General Traits - occupation, hometown, family status

- What was the highlight of your day?
- Working on anything exciting these days?
- Have any fun plans coming up this weekend/vacation/holiday?
- **BONUS:** How's (hobby/family member/project)? (you need to remember a moment that lit them up in the past)

LEVEL TWO QUESTIONS

Personal Concerns - goals, worries, values, motivations, personality

- What's your biggest goal right now?
- Are you learning anything right now?
- What's been weighing on your heart and mind? And can I help you with anything?

LEVEL THREE QUESTIONS

Self-Narrative- the story we tell ourselves about ourselves

- How do you feel misunderstood?
- What's something that most people don't know about you?
- What forces shaped your personality and made you who you are?
- Who's your hero?
- What's the proudest moment of your life?



1

Psychological Safety

Team members feel safe to take risks and be vulnerable in front of each other.

2

Dependability

Team members get things done on time and meet Google's high bar for excellence.

3

Structure & Clarity

Team members have clear roles, plans, and goals.

4

Meaning

Work is personally important to team members.

5

Impact

Team members think their work matters and creates change.

BREAKOUT

1. Does our team have the level of **psychological safety** and **trust** needed for success? How could we focus on **relationships** to improve in this area?
2. Is our team focused enough on **task accomplishment** and **full engagement**? How could we use the **Gallup – 5 Key Questions** to improve in this area?

GALLUP ENGAGEMENT

5 Key Questions

1. Do I know what is expected of me?
2. Do I have the materials and equipment required for success?
3. Do I have the opportunity to leverage my strengths?
4. Are my co-workers committed to doing high-quality work?
5. Can I constantly assess if I/we are winning or losing?

BREAKOUT

1. Recently, what quadrant(s) have you been spending the most time in? Use an example to explain.
2. What are ways to spend more time in quadrant #4?



BREAKOUT

1. Looking at the list of “**Clarity of Team Expectations**”, which one(s) do you feel your team needs more clarity around?
2. How effective is your team at holding one another responsible?

CLARITY OF TEAM EXPECTATIONS:

1. Punctuality (ex. around workday, breaks, etc.)
2. Meeting attendance (ex. call in if missing, leaving early, etc.)
3. Work behaviours (ex. breaks, cellphones, etc.)
4. Communication Norms: when to text, email, and/or call, and response time expectation.
5. Availability of team members during non work hours.



BREAKOUT

1. What quadrant do you spend the most time in?
2. What would it take for you (and/or your team) to spend more time in quadrant 4?

