



# Welcome to this session: Building High Performance Teams

The session will start shortly...

Questions? Drop them in the chat.  
We'll have dedicated moderators  
answering questions.





# What is Safeguarding?

Safeguarding refers to actions and measures aimed at protecting the human rights of adults, particularly vulnerable individuals, from abuse, neglect, and harm.



**To report a safeguarding concern reach out to us via email:**  
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## Live Lecture Housekeeping:

- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
- No question is daft or silly - ask them!
- For all non-academic questions, please submit a query:  
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# Open-Ended Questions

## Open-Ended Question 1

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Ever notice how some teams just click while others struggle to find their rhythm?

- ❖ What do you think are the key steps to transforming a group of people into a cohesive, high-performing team?

## Open-Ended Question 2

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Imagine being the leader of a team tasked with an ambitious goal.

- ❖ What's your first move? How would you build trust, inspire your team, and ensure everyone moves in the same direction?

## Open-Ended Question 3

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Think about a time when you were given the freedom to make decisions on your own.

- ❖ How did that impact your performance, and what did you learn about yourself?

## Open-Ended Question 4

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Conflict happens in every team.

- ❖ What's one example of a disagreement that was resolved in a way that strengthened the team, and what do you think made the resolution successful?



## Learning Outcomes

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- ❖ Examine the **stages of team development**, gaining insights into the factors that shape effective team formation.
- ❖ Explore **leadership skills tailored to guide and influence teams**, including transformational leadership, decision-making strategies, and building trust.
- ❖ Empower team members through **delegation, fostering autonomy**, and elevating individual and team **performance**.
- ❖ Develop effective communication skills designed for high-performance teams, including active listening, fostering open dialogue, and **adept conflict resolution**.



## ..... Building High-Performance Teams

- Creating and sustaining high-performance teams is a multifaceted effort that demands understanding various elements, from the **complexity of team formation to the complex role of leadership, empowerment, and effective communication.**
- We will uncover the strategies, insights, and reflective practices you can employ to nurture **environments where teams thrive and consistently exceed expectations** in the collective search for achievement and growth.



## Team Formation And Dynamics

- Building an effective and cohesive team begins with strategic team formation and understanding the **intricacies that shape collaborative efforts.**
- While "**team**" and "**group**" are often used interchangeably, they include distinct concepts that shape organisational dynamics differently. **Understanding the nuances between teams and groups is essential** for leaders seeking to optimise collaboration within their respective realms.

# Team Formation And Dynamics

## Groups

- Groups typically represent collections of individuals who are in the same vicinity and **do not possess a collective commitment** to achieving a common goal.
- Members often work independently on individual tasks. In a group, the **focus is on individual contributions** rather than a collaborative effort towards a unified objective.
- Social interactions may influence group dynamics, but the emphasis is on **individual accountability rather than team synergy**.

# Team Formation And Dynamics

## Teams

- Teams are **committed to a common goal or task**. Team members work interdependently, pooling their skills and efforts to achieve a collective outcome greater than individuals could accomplish independently.
- A team's key features are effective communication, mutual accountability, and a **sense of shared responsibility**.
- Teams often **go through stages of development**, as described by Bruce Tuckman's model, which helps them evolve into high-performance units.



# Team Formation And Dynamics

## Groups vs Teams

- Teams and groups involve individuals working together; teams exhibit **higher cohesion and shared responsibility**. Teams benefit from a **collective identity**, where success and failure are shared experiences, fostering a sense of unity and collaboration.
- Groups, on the other hand, may lack the same level of interconnectedness, with **members working more autonomously**.

## Personal Activity - Time To Reflect

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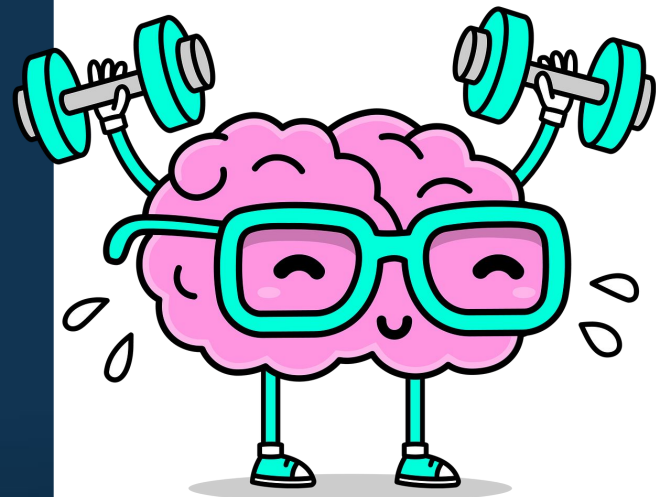


Image by [Riad Tchakou](#) from [Pixabay](#)

As a leader, how can you leverage the differences between teams and groups to tailor your approach to fostering collaboration and achieving shared goals within your organisational context?

<https://www.youtube.com/watch?v=Eg-4kZ5IVGY>

# TEAM DEVELOPMENT TUCKMAN MODEL



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*Leadership & Management/Building High Performance Teams*



# Tuckman's Five Stages Of Team Development



## Personal Activity - Time To Reflect

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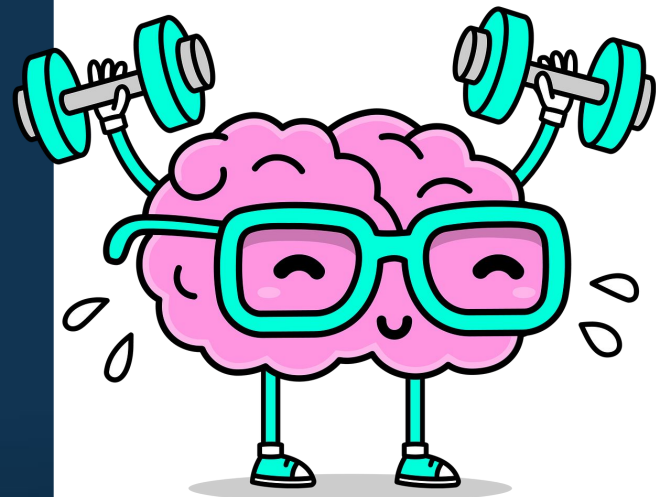


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In considering Tuckman's stages of team development, how can you as a leader proactively navigate each stage to cultivate a high-performance team, fostering cohesion, resolving conflicts, and ultimately achieving sustained success?



# Leadership In Teams

- Effective leadership is a foundational part of high-performance teams, essential in guiding individuals towards a shared vision while **fostering a cohesive and productive working environment**.
- A successful team leader is **someone who can inspire, motivate, and guide team members towards common objectives**. This involves understanding the team's strengths, weaknesses, and unique qualities each member brings.
- Team **leadership extends beyond traditional hierarchical roles**, emphasising collaboration and shared accountability.



# Leadership In Teams

## Vision and Direction

- A team leader is **a visionary who articulates** clear goals and objectives.
- Communicating a compelling vision inspires team members and **provides a roadmap for collective success.**
- Effective **leaders align the team's efforts with organisational objectives**, creating a sense of purpose and direction.

# Leadership In Teams

## Communication and Collaboration

- Open and transparent communication is a hallmark of effective team leadership.
- Leaders facilitate a **culture where ideas are exchanged freely, feedback is welcomed, and collaboration is encouraged.**
- By fostering a climate of trust and respect, leaders empower team members to **contribute their best to the collective effort.**



# Leadership In Teams

## Empowerment and Support

- Successful leaders empower team members by **recognising and leveraging their strengths**.
- They create an environment where individuals feel supported, enabling them to take calculated risks and innovate.
- Leaders provide **guidance and support when challenges arise** and ensure the team's resilience in facing obstacles.



# Leadership In Teams

## Conflict Resolution

- Conflict is inevitable in any team.
- A skilled team leader **addresses conflicts promptly and constructively**, turning challenges into opportunities for growth.
- Leaders contribute to a healthy, vibrant team culture by **promoting open dialogue and facilitating resolution**.

# Leadership In Teams

## Adaptability and Continuous Improvement

- Team leadership requires adaptability to changing circumstances.
- A great leader **fosters a culture of continuous improvement**, encouraging team members to learn from experiences and embrace innovation.
- **Flexibility and a commitment to evolving strategies** are key attributes of effective team leadership.



# Book Recommendations

**PATRICK LENCIONI**  
NEW YORK TIMES BEST-SELLING AUTHOR

## The FIVE DYSFUNCTIONS of a TEAM

A LEADERSHIP FABLE



20<sup>TH</sup> ANNIVERSARY EDITION

NEW FOREWORD FROM THE AUTHOR

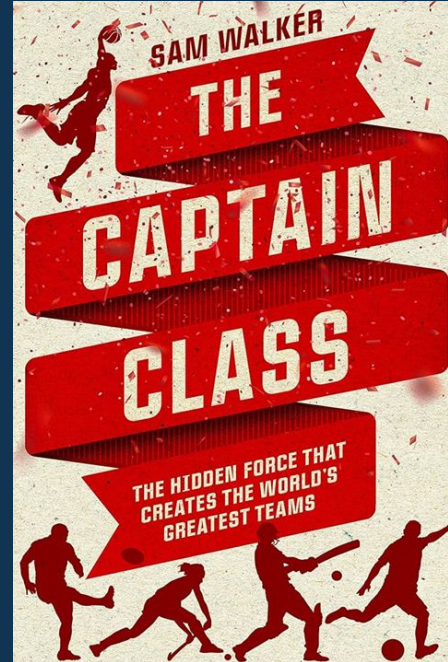
NEW YORK TIMES BESTSELLER

**SIMON SINEK**  
Author of  
**START WITH WHY**

## LEADERS EAT LAST

Now with an  
expanded chapter  
on leading  
Millennials

Why Some Teams  
Pull Together  
and Others Don't



THE INTERNATIONAL BESTSELLER

**JAMES KERR**

## LEGACY

WHAT THE ALL BLACKS  
CAN TEACH US ABOUT  
THE BUSINESS OF LIFE

'Unputdownable'  
Bloomberg

10<sup>TH</sup>  
ANNIVERSARY  
EDITION



**Let's take a break**



## Empowering and Delegating

- Empowering and delegating are foundational aspects of effective leadership, **enabling teams to maximise their potential** and contribute meaningfully to organisational objectives.
- In leadership, understanding **the art of empowerment and delegation** is paramount for fostering a culture of trust, innovation, and sustained growth.
- Empowering a team involves granting autonomy, fostering a sense of ownership, and **providing individuals with the tools and confidence** to take initiative.



## Empowering and Delegating

- A skilled leader **recognises the unique strengths and talents** within the team, encouraging members to contribute ideas and make decisions.
- This enhances **job satisfaction** and cultivates an environment where **creativity flourishes**.
- Empowered teams are more **resilient, adaptive, and capable of navigating challenges** with a shared sense of responsibility.



## Key Elements of Empowerment

- Clear communication.
- Recognition of individual strengths.
- Continuous learning culture.

## Personal Activity - Time To Reflect

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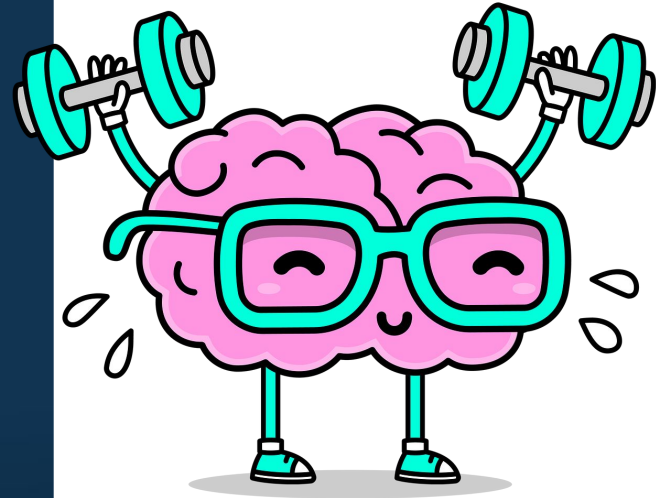


Image by [Riad Tchakou](#) from [Pixabay](#)

As a leader or aspiring leader, how have you actively fostered a culture of empowerment within your team?

Reflect on specific instances where you recognised and celebrated individual strengths, communicated goals transparently, and provided opportunities for continuous learning.



# Empowering and Delegating Delegation

- Delegating is the **strategic distribution of tasks and responsibilities** among team members based on their skills and expertise.
- Effective delegation **drives team members' professional growth.**
- Delegated responsibilities should align with individual strengths, **providing opportunities for skill refinement and increased job satisfaction.**



## Key Elements of Delegation

- Clarity in expectations.
- Support and guidance.
- Encouraging accountability.





## Empowering and Delegating

- By imparting skills, providing valuable insights, and guiding self-reflection, **leaders cultivate environments where team members flourish**, bringing forth their optimal contributions to the shared search for achievement and growth.
- Essentially, empowerment and delegation transcend mere managerial functions; they represent **transformative leadership practices that unlock the full potential of both individuals and teams.**

## Personal Activity - Time To Reflect

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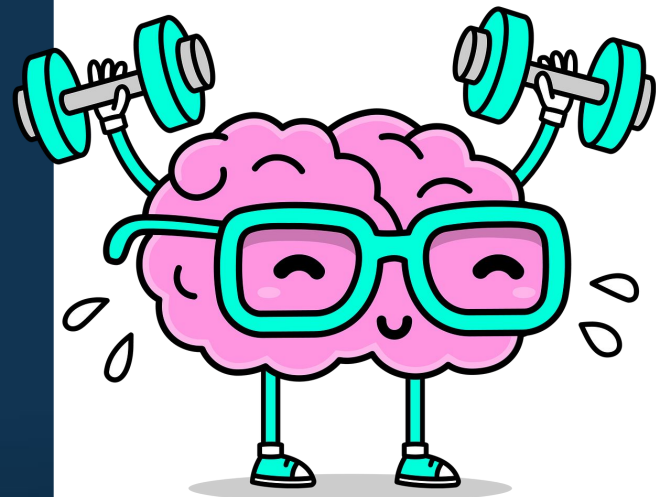


Image by [Riad Tchakou](#) from [Pixabay](#)

In your role as a leader, how intentional have you been in delegating responsibilities within your team?

Reflect on instances where you provided clear expectations, offered support and guidance, and encouraged accountability in the delegation process.

# Communication in High-Performance Teams

- Effective communication is the linchpin of the intricate fabric of high-performing teams **that weaves individual strengths and collective efforts.**
- **Successful collaboration** relies on open, transparent, and purposeful communication, making it a fundamental aspect of leadership within team dynamics.



## Key Elements of Communication

- Open channels and transparency.
- Active listening and feedback.
- Clarity of roles and expectations.
- Timely and relevant information sharing.

## Personal Activity - Time To Reflect

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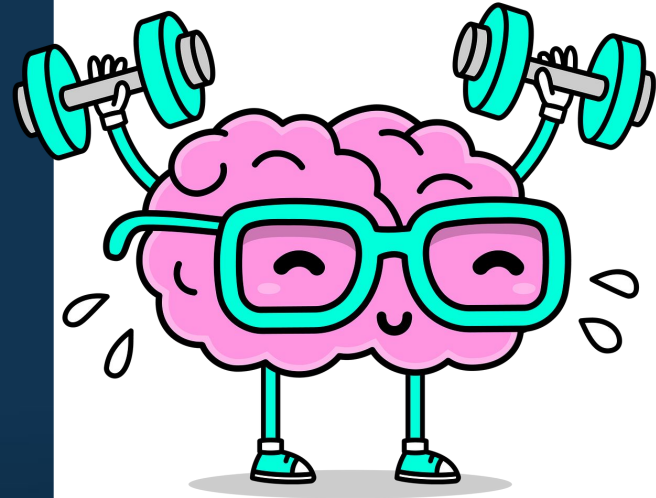


Image by [Riad Tchakou](#) from [Pixabay](#)

As a leader or aspiring leader within a high-performing team, how consciously have you cultivated open and transparent communication channels, practised active listening, and provided constructive feedback?



# Communication in High-Performance Teams

## Technology in Communication

- In the contemporary landscape of high-performing teams, **technology acts as a catalyst with influence**, revolutionising how teams communicate, collaborate, and achieve goals.
- Leaders leverage various tools to streamline processes, break geographical barriers, and promote **real-time collaboration**, enhancing their teams' efficiency and effectiveness.



## Collaborative Technology

- Virtual collaboration platforms.
- Video conferencing.
- Project management software.
- Collaborative document editing.
- Internal communication apps.



# Communication in High-Performance Teams

- As technology evolves, **leaders must stay attuned to emerging tools and trends.**
- Embracing innovative solutions that align with the team's needs can further enhance communication, collaboration, and overall team performance.
- When thoughtfully integrated, transforming high-performing teams into agile, connected, and innovative entities, **technology becomes a powerful enabler.**





## Communication in High-Performance Teams Challenges

- While communication is critical for high-performing teams, challenges such as **misinterpretation, information overload**, and **siloed communication** can arise.
- Effective leaders implement strategies to address these challenges, emphasising the importance of **fostering a resilient communication culture**.



# Communication in High-Performance Teams

- Leaders play a pivotal role in refining communication skills.
- Through guidance on active listening, feedback mechanisms, and fostering a culture of openness, leaders create environments where communication is not just a means of information exchange but a **catalyst for collaborative excellence**.
- Team communication is an **interplay of shared understanding, mutual respect, and collective commitment**, laying the groundwork for sustained success.

## Personal Activity - Time To Reflect

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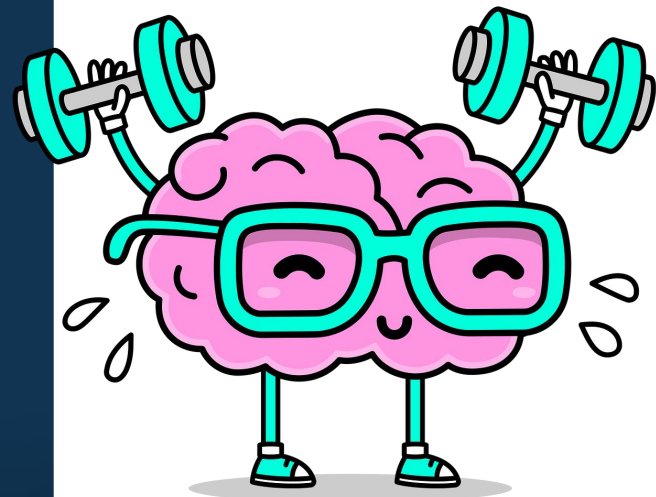


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As a leader or aspiring leader, how effectively have you leveraged technology to enhance communication and collaboration within your high-performing team?

## Conclusion

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- ❖ **Teams vs. Groups:** Understand how teams differ from groups and the importance of shared goals for high performance.
- ❖ **Tuckman's Stages:** Learn how teams progress through stages and how leaders guide them to build cohesion and success.
- ❖ **Leadership Essentials:** Key leadership skills—vision, communication, empowerment, and adaptability—are essential for guiding high-performance teams.
- ❖ **Empowerment & Delegation:** Effective leaders empower their teams through delegation, leveraging strengths and fostering growth.
- ❖ **Effective Communication:** Clear, open, and timely communication is vital for team alignment and collaboration.
- ❖ **Technology for Collaboration:** Use collaborative tools to break barriers and enhance real-time communication.
- ❖ **Continuous Improvement:** Reflect and adapt your leadership practices to maintain a high-performing team culture.



# Q & A SECTION

**Please use this time to ask  
any questions relating to the  
topic, should you have any.**

Thank you  
for attending



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