



Welcome to this session:

# Q&A Session

*Building High  
Performance Teams*

**The session will start shortly...**

Any Questions?  
Drop them in the questions section.



# WELCOME



# Safeguarding & Welfare

We are committed to all our students and staff feeling safe and happy; we want to make sure there is always someone you can turn to if you are worried about anything.

If you are feeling upset or unsafe, are worried about a friend, student or family member, or you feel like something isn't right, speak to our safeguarding team:



Ian Wyles  
Designated Safeguarding  
Lead



Simone Botes



Nurhaan Snyman



Rafiq Manan



Ronald Munodawafa



Tevin Pitts

Scan to report a  
safeguarding concern



or email the Designated  
Safeguarding Lead:  
Ian Wyles

[safeguarding@hyperiondev.com](mailto:safeguarding@hyperiondev.com)





## Democracy

*Every person's opinions matter.*

## Respect

*We look after each other.*

## Tolerance

*We accept each other's differences.*

# British Values

## Rule of Law

*We keep to the rules.*

## Liberty

*We are free to make choices.*

A group of diverse people, including men and women of various ethnicities, are shown from the chest up, giving thumbs up. They are smiling and looking towards the camera. The image has a teal overlay.

# HOUSEKEEPING

# Leadership & Management Live Lectures – Housekeeping

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- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
  - **(Fundamental British Values: Mutual Respect and Tolerance)**
- No question is daft or silly - **ask them!**
- Should you have a question during the lecture, please feel free to **post in the Questions section** and I will respond throughout.

## Leadership & Management Live Lectures – Housekeeping

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- For all **non-academic questions**, please submit a query:  
[www.hyperiondev.com/support](http://www.hyperiondev.com/support)
- Report a safeguarding incident: [www.hyperiondev.com/safeguardreporting](http://www.hyperiondev.com/safeguardreporting)
- Should you have any further questions or want to provide us with feedback, please feel free to post them [here](#).



# BUILDING HIGH PERFORMANCE TEAMS



## Question 1

*“How do Tuckman’s stages of team development apply in modern workplaces?”*



## BUILDING HIGH PERFORMANCE TEAMS

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- Tuckman's model remains relevant, **workplaces today often revisit these stages cyclically**, especially in agile or project-based environments.
- For instance, in remote teams, the forming and norming stages may take longer as trust builds virtually.
- According to Google's Project Aristotle, teams with high **psychological safety; a key component of the norming and performing stages**; are more effective, demonstrating higher collaboration and innovation.
  - ✓ [Project Aristotle Psychological Safety.](#)



## Question 2

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*"What defines an effective team leader in today's hybrid work environment?"*

## BUILDING HIGH PERFORMANCE TEAMS

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- According to McKinsey, leaders who provide clarity in communication, foster connections among dispersed members, and **adapt their leadership style to individual team needs** are most successful.
- An effective team leader in a hybrid setting **must balance empathy with accountability**. For instance, regular check-ins with remote members ensure inclusivity and alignment. McKinsey also highlights the importance of leveraging technology to enhance collaboration.
  - [Mastering The Art Of Effective Communication: Building Productivity And Collaboration.](#)





### Question 3

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*"Why is delegation challenging for many leaders, and how can they overcome it?"*

## BUILDING HIGH PERFORMANCE TEAMS

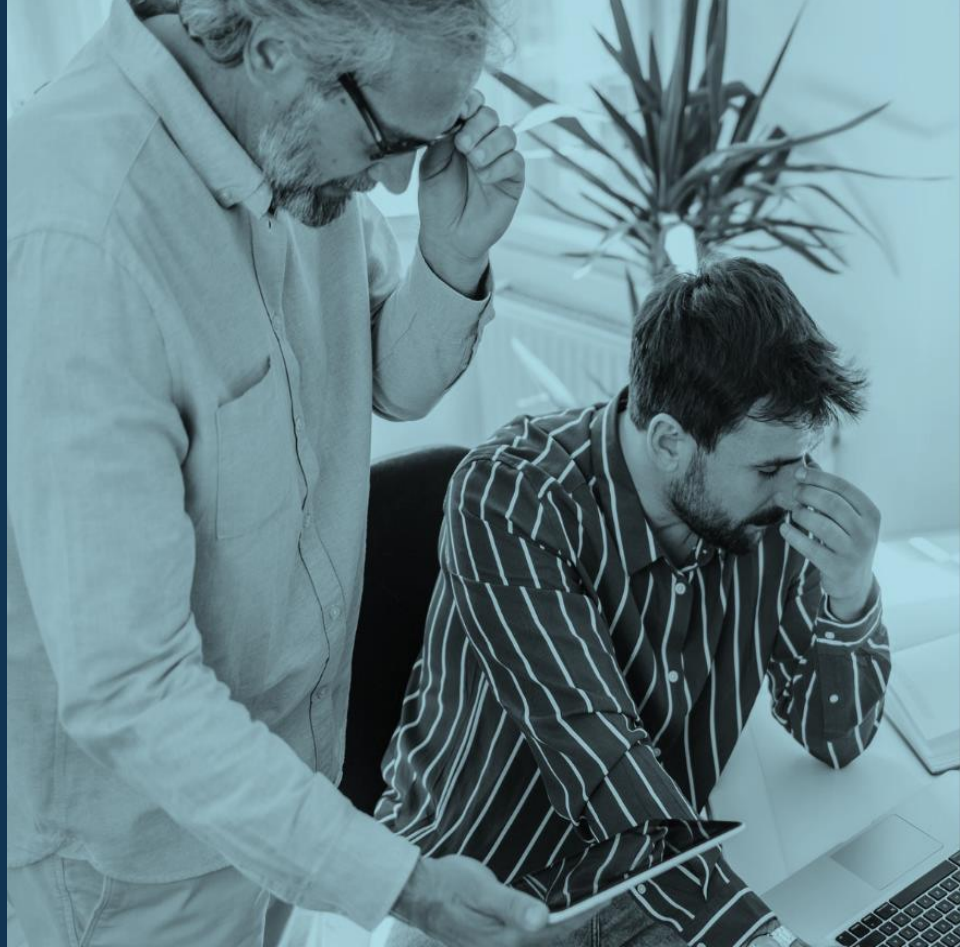
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- Many leaders struggle with delegation due to trust issues, perfectionism, or fear of losing control. Harvard Business Review emphasizes the need for **aligning tasks with team members' strengths and setting clear expectations.**
- Leaders should also establish **feedback loops to ensure that both parties learn and grow from the experience.** Effective delegation boosts both productivity and morale.
  - ✓ To Be a Great Leader, You Have to Learn How to Delegate Well.

## Question 4

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*“How can leaders empower their teams without micromanaging?”*



## BUILDING HIGH PERFORMANCE TEAMS

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- Empowerment involves **providing autonomy, resources, and trust**.
- Gallup's 2024 research shows that employees who feel empowered are 23% more engaged and likely to stay.
- Empowerment focuses on setting **clear objectives while allowing flexibility in how tasks are completed**. Leaders should emphasize outcomes over processes and offer support rather than control.
  - ✓ [Gallup State of the Workplace Report.](#)



## INDIVIDUAL LIBERTY

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Autonomy, flexibility in task completion, and trust reinforce individual liberty.

Leaders who focus on outcomes over processes ensure that team members can exercise personal freedom within professional boundaries, supporting this fundamental value.



# Five Components - OF - EMOTIONAL INTELLIGENCE

## Social Skills

Being able to create and maintain healthy relationships



## Self-awareness

The knowledge of one's own thoughts, feelings and motivations

## Self-regulation

The ability to regulate emotions and actions in a variety of environments

## Empathy

The capacity to empathize and appreciate another perspective

## Decision-making

The ability to make responsible choices and accept their outcome



@iThinkPsych  
thinkpsych.com

## Question 5

*"How does emotional intelligence contribute to effective communication in high-performance teams?"*

## BUILDING HIGH PERFORMANCE TEAMS

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- Emotional intelligence (EI) plays a crucial role in fostering strong communication.
- Self-awareness, empathy, and regulation help leaders understand and address team dynamics effectively.
- According to Daniel Goleman, leaders who practice active listening create environments where team members feel valued and safe to express themselves.
  - ✓ Emotional Intelligence and Leadership Effectiveness: Bringing Out the Best.

## Question 6

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*"What roles do feedback and feedforward play in maintaining high-performing teams?"*





## BUILDING HIGH PERFORMANCE TEAMS

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- Feedback and feedforward; both positive and constructive **are essential for growth.**
- According to Deloitte's 2024 'Feedback Culture' study, teams with regular feedback cycles **are 30% more innovative and productive.**
- Using the SBIAO model (*Situation, Behaviour, Impact, Alternative, Outcome*) ensures clarity and reduces defensiveness. Leaders should also encourage peer-to-peer feedback to build trust and accountability.
- [Best Practices for Implementing Continuous Feedback Tools in Organizations.](#)



## SITUATION

Describe the Situation.

## BEHAVIOUR

Describe the behaviour you saw/  
experienced/  
perceived.

## IMPACT

Elaborate on the  
impact of that  
behaviour on the  
situation.

## ALTERNATIVE

Discuss (coaching,  
mentoring or advice)  
an alternative  
behaviour to make the  
situation even better.

## OUTCOME

Discuss how this  
would have a more  
positive outcome.



## Question 7

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*"Why is diversity important in team dynamics, and how can leaders foster inclusion?"*

## BUILDING HIGH PERFORMANCE TEAMS

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- Diversity brings diverse perspectives, fostering creativity and innovation. However, **inclusion is what truly unlocks this potential.**
- Forbes' 2024 Diversity Index emphasizes that inclusive leaders **actively seek input from underrepresented voices and challenge biases.** Practical steps include creating safe spaces for dialogue and ensuring equitable opportunities.
- [The 2024 DEI Outlook.](#)



## DEMOCRACY

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Democracy is about **valuing all voices and perspectives**. The emphasis on inclusive leaders seeking input from underrepresented voices and creating safe spaces aligns with democratic principles.

Teams that **encourage equitable dialogue** reflect democratic practices within the workplace.



## Question 8

*"How can leaders resolve conflicts in a way that strengthens team cohesion?"*



## BUILDING HIGH PERFORMANCE TEAMS

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- Conflict, if handled constructively, can strengthen teams.
- Leaders should focus on the issue rather than the person and mediate discussions using frameworks like the '*Interest-Based Relational Approach*'. This method aligns individual interests with team goals, fostering collaboration.
- [The Secret to Effective Conflict Resolution: The IBR Approach.](#)

01

Make sure  
that good  
relationships  
are the  
priority.

02

Keep people  
& problems  
separate.

03

Pay attention  
to the interests  
that are being  
presented.

04

Listen First :  
talk second.

05

Set out  
the  
"Facts".

06

Explore  
Options  
Together.

<https://www.collidu.com/presentation-interest-based-relational-ibr-approach>

# CONCLUSION



## CONCLUSION

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- Leadership and management involve **understanding people as much as processes**.
- Effective leadership is not about having all the answers but about **asking the right questions and empowering others to succeed**.
- Leadership is **viewed as an ongoing journey** rather than a fixed destination.
- Key takeaways include the importance of continuous learning, **maintaining curiosity**, and leading with compassion and heart.



# Thank you for attending



**CoGrammar**



Department  
for Education