

THE S.H.I.F.T

SCIENCE OF
HIGH PERFORMING
INTEGRATED
FUNCTIONING
TEAMS



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Managing Director

ABOUT US | PERFORMANCE SHIFT

Performance Shift is a training and consulting business focused on helping leaders and teams reach their full potential. The Performance Shift team of experts offer a full suite of training, consulting and coaching solutions to help clients shift to the next level of performance. Experienced facilitators, designers, coaches and consultants are all part of the team enabling Performance Shift to work with clients of all sizes and needs.

With over 30 years of experience leading business teams and high level sporting teams, Kirk Peterson, Managing Director of Performance Shift, has a deep understanding of what it takes to build, lead and support high performance teams.

A strategic blend of practical experience and science underpins the Performance Shift programs. Using assessments and proprietary diagnostics such as the High Performance Team Diagnostic, clients gain a data based insight into their leaders and teams, giving them the ability to objectively assess its needs.

A black and white photograph of a group of skydivers in a circular formation, holding hands and floating in the sky above a layer of clouds. The skydivers are silhouetted against the bright sky, creating a circular arc. The clouds below are dense and textured. The overall mood is one of teamwork and achievement.

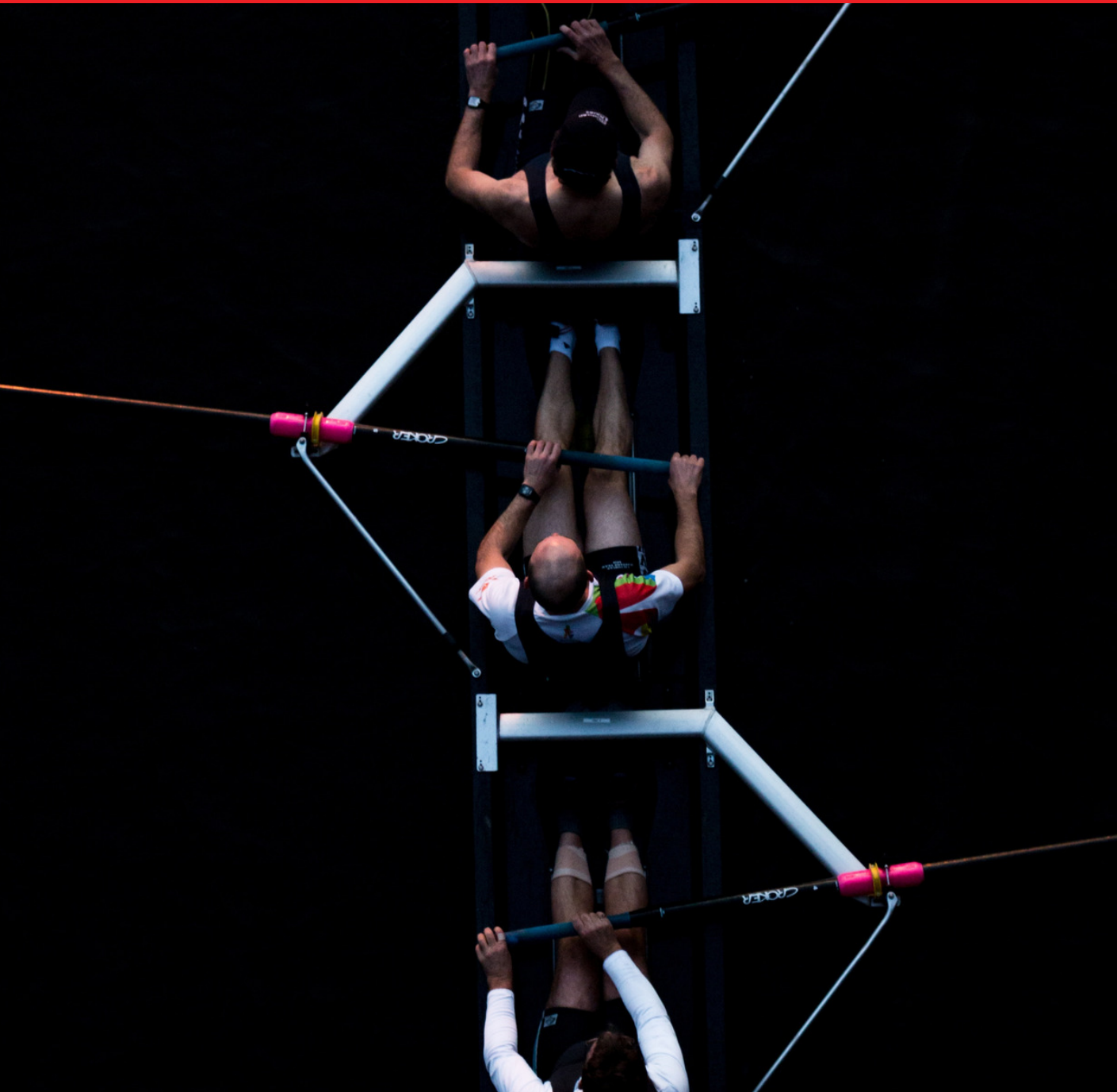
A **GREAT** COMPANY
CANNOT EXIST WITHOUT
HIGH PERFORMING TEAMS

THE MODEL

In conjunction with Dr John Molineux of Deakin University, we have developed our very own online diagnostic tool that assesses the fundamental elements required for a high performing team and pinpoints the potential developmental opportunities that require further training.

Our extensive world wide research shows, these elements must be present in a high performing team in order to achieve optimum results.





In order to achieve total alignment, the team must define a clear set of objectives and an overarching purpose that is understood and supported by all team members.

The team must live and breathe the vision and values that surround their purpose and hold strong belief in the team's abilities to unite and overcome difficult obstacles in the face of challenge.

A lack of alignment within the team will reduce the team's overall effectiveness and hinder performance and results.

In the best high performing teams, every single team member is accountable and takes ownership of their responsibilities.

The team and the individuals within it are able to operate independently and make carefully considered decisions in the best interest of the team and the company.

Clear measures of performance and behaviour are well-defined and regularly reviewed to ensure high standards are being met at all times.

Without accountability, the team lacks autonomy and has no effective mechanism to measure and manage its own performance.



03 / COLLABORATION

How well does your team collaborate?

A united team is cohesive in the sense of working together, which includes some strong social bonds with team members.

A high performing team respects alternate views and opinions within the team and encourages broader thinking and diverse opinions.

All team members feel safe to admit mistakes and to bring up problems or concerns. The processes involved in team meetings involve open discussion, respect and sound processes to reach decisions.

When collaboration is lacking, team members may be competing against each other instead of working together.





In successful teams, team members frequently communicate with each other, know what each member needs and ensure understanding of their communication.

Conflict will always exist when individuals are working together, however the conflict could be helpful or not helpful depending on the situation. Differences of opinion are helpful and valued as part of developing understanding about issues, and learning and growing as a team. A high performing team has processes in place that can successfully work with conflicts and bring about effective resolutions to encourage openness and knowledge sharing for the benefit of the whole team.

Poor communication and conflict resolution can result in suppressed issues causing tension and disruption to the team's performance.



Warm and friendly relationships are a characteristic any high performing team, where they cooperate with each other and have a strong sense of unity.

A high level of outcome trust will exist when team members trust each other to deliver on what they said they would do.

Also important is emotional trust, which exists when team members trust each other in sharing vulnerabilities or problems and can rely on the team for support.

When trust is lacking, team members do not feel safe or supported and the team will struggle to work through problems and challenges.



Each individual's motivation towards the team is high when the team's success and problems are aligned with their own outcomes. There is a sense of team spirit and a focus on delivering outcomes, with a positive approach to the work. The team enjoy working with each other and have a strong sense of camaraderie, including social support for each other.

Team members focus on delivering outcomes and will go extra distance to ensure that they deliver results and there is a sense of balance in the sharing of team workload and other aspects of life. Without engagement, team members are not fully committed which causes a lack of balance in the team resulting in a sense of overwork or overwhelm, making it difficult to achieve objectives.

Innovation and risk taking is encouraged within any high performing team, as team members understand that to improve their work outcomes, a sense of innovation is required.

In order to continually evolve, the team should experiment with new ideas and innovations. Creativity should be encouraged and valued within the team.

If team members are ridiculed for voicing their ideas, creativity is stifled and the team begins to hinder innovation from within.



A high performing team is always learning. The team learns from outside itself through research on best practice or in self-development, and focuses on how they can learn and grow together.

Just as crucial is regular reflection. The team must regularly reflect on its work processes and systems to focus on what it can do better, evaluating this against feedback on its performance. If the team frequently reviews the ways in which it works and learns from outside itself this enables it to improve into the future.

This along with seeking out feedback will ensure the team has all the information it requires for continual development.

Without feedback and learning, the team becomes stagnant eventually leading to a decline in performance.





When there are setbacks, a resilient team can rebound quickly, recognise faults and issues, respond effectively, and take difficulties in their stride. A resilient team is able to recover from negative experiences and difficult challenges. Each team member is supported by others in this process to detach from negative experiences, relax and fully recover.

An important aspect of resilience is individual wellbeing. If the individual team members are not healthy and well, then the team's resilience will suffer.

When resilience is lacking, the team will find it difficult to recover and rebound from difficult situations.



A high performing team delivers high level results and achieves its desired outcomes. The team is oriented to achievement and success, operating at a high level of productivity with strong team morale.

If the team is not achieving their set targets, this may be due to a lack of performance in one or more of the other 9 categories.

The most effective organisations remind us that high performance results rely on the development of a tactical team development strategy, but before we can develop a strategy we must first understand the current dynamics of your team/s.

WANT A DETAILED ANALYSIS OF YOUR TEAMS PERFORMANCE?

A minor investment will provide you with a full assessment for one team (up to 20 people) and includes a detailed diagnostic report and debrief to fully explain our findings. If required, we are able to design a tailored program to address the specific training requirements, however there is no obligation.



If you would like to find out more about this
assessment, feel free to get in touch

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