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Turn Your Team Into A Championship Team:
Hiring, Training, Management,
Motivation and Retention

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Team-building has been a topic of interest in American business for a very long time.



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Peter Drucker once wrote: “The results of all this team-building have not been overly impressive.”

- ◆ Baseball Team (Assembly Line)
- ◆ Football Team (Symphony Orchestra)
- ◆ Tennis Doubles Team (Jazz Combo)


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Baseball Team/Assembly Line

- ◆ The players play on a team, but they do not play as a team
- ◆ Fixed positions
- ◆ Competent to All Star performance


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Football Team/Symphony Orchestra

- ◆ Fixed positions...but a much greater element of interaction and support
- ◆ Without the play — the plan! — a football team is a collection of mass and energy without direction, which is not a recipe for success.


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Tennis Doubles Team/Jazz Combo

- ◆ Primary rather than fixed positions
- ◆ The element of “partner”
- ◆ Anticipation and understanding

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How To Build A Better, Stronger Team

- ◆ Evaluate Skills and Attitudes
- ◆ Training and Attitude Adjustment
- ◆ Leadership
- ◆ Addition by Subtraction

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Evaluate Skills and Attitudes

On a scale of 1-10, how would you rate the performance of your best employee?

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Evaluate Skills and Attitudes

1. Job Skills
2. Initiative
3. Dedication to the Company
4. Dedication to the Team
5. Work Ethic
6. "Like Factor"
7. "Trust Factor"
8. Potential for Advancement
9. Communication Skills: Verbal
10. Communication Skills: Listening

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What comes next?

- ◆ Training
- ◆ Attitude Adjustment

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How do you improve...

1. Job Skills
2. Initiative
3. Dedication to the Company
4. Dedication to the Team
5. Work Ethic
6. "Like Factor"
7. "Trust Factor"
8. Potential for Advancement
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Leadership styles...

- ◆ The Quiet Leader
- ◆ The Visionary Leader
- ◆ The Cheerleader

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Leadership vs. Management

How do you define *management*?

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Leadership vs. Management

Management is the process of setting and achieving organizational objectives.

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Leadership vs. Management

Management is making sure that everything from the big things to the little things gets done and done right.

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All great managers are micromangers!

- ◆ Micromangement is a good thing
- ◆ Overmanagement is a bad thing
- ◆ Anything less than the right amount of management is undermanagement, and that's a very bad thing!

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To be an effective manager...


- ◆ Teacher
- ◆ Coach
- ◆ Parent
- ◆ Subject Matter Expert
- ◆ Hero
- ◆ Villain
- ◆ Parish Priest
- ◆ **Leader!**

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The Quiet Leader...

I want you to watch the way I work...the way I deal with customers, suppliers, and other employees...and I want you to measure up to my standards!


Works best with a well-documented management structure: written job descriptions, an emphasis on training, and defined standards of behavior and performance.


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The Visionary Leader...

I know where we're going...and I want you to go there with me...but you have to help!


Works best when the vision is clearly understood...by both the leader and the employees! Rules and procedures can be less formal because the vision provides the overall framework for making "on-the-spot" decisions.


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The Cheerleader...


We're all in this together...let's all have fun...and let's get the job done!

Works best with a group of employees who are themselves eager and enthusiastic. Rules and procedures can be fairly informal because the cheerleader is never far from the action, and always available to answer a "how-should-we-do-this" question.


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How To Make Better Hires...


- ◆ Be (at least a little more) patient!
- ◆ Rethink the interview process
- ◆ Doing the Due Diligence



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The Fundamentals of Employee Retention...

- ◆ Treat your teammates like the exact opposite of mushrooms
- ◆ Provide them with meaningful benefits
- ◆ Compensation Strategy: **Money Talks!**




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Compensation Strategy...


Money talks!

What do you want it to say?


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Closing thoughts: 4 fundamental truths...

1. If your people already knew how to do all of the things that you want them to do, they might already be doing all of those things.


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Closing thoughts: 4 fundamental truths...

2. Any **skills or knowledge** which are necessary for success, but not present in a current employee, must be **trained in**.


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Closing thoughts: 4 fundamental truths...

3. Any **attitudes** which are necessary for success, but not present in a current employee, must be **motivated in**.

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Closing thoughts: 4 fundamental truths...

4. Better management is probably less about managing numbers than it is about managing **people and processes.**

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Thank you!

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