Today You Will Learn:

- The definition and profile of an extraordinary team.
- Five differentiators of extraordinary teams.
- Actions that increase team capacity.
- Implications for your role with teams.
Meet Kevin, Kathleen, and Geoff

Q: Why Extraordinary Teams?
A: Increases in...

- Accountability
- High Performance
- Great Results
- Talent Retention
- Employee Engagement
- Organizational Agility
- Innovation
- Creativity
- Breakthroughs
- Collaboration
- Organizational Learning
- Networked Employees
Research on Extraordinary Teams

2005

2009

“What makes some groups so fantastic while others are not?”

2009

2014

More than 1000 people involved and 140+ groups/teams

2016

Continuing research
Your Own Experience

1. Think of an amazing group or team experience you have had at some time in your life, with less than 20 people.

2. Identify three things that enabled that experience to be so memorable.

*Please enter your response in the chat window.*

Characteristics of Extraordinary Teams

- Outstanding, tangible results.
- People feel respected, trusted, and have fun working together.
- Inspiring shared purpose and clarity of goals.
- Highly committed members.
- Diversity of talent, skills, knowledge, and background.
- Ability to work through important issues – even the risky ones.
- Team members learn from one another.
- Willingness to take risks.
Team members are positively changed because of being on this team.

Extraordinary Teams...
provide opportunities for
*personal transformation*
while delivering
*outstanding results.*
As you reflect more deeply on your amazing group experience, tell us which one of these applied or applies to you most:

- Personal learning
- New and/or deeper relationships
- Increased confidence
- Pride of accomplishment
- Increased sense of your own potential
Outstanding Results

• Tangible in nature: see them, count them.

• Surpasses expectations: timelines, budgets, actual achievements.

• Results often much-valued innovative breakthroughs.

• Often unanticipated positive results or other benefits.

• Team members and others are impressed by the impact.
The Five Indicators of an Extraordinary Team

Overall ETI Ratings

<table>
<thead>
<tr>
<th>Team Score</th>
<th>ETI Total</th>
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<tbody>
<tr>
<td></td>
<td>Ordinary</td>
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Extraordinary Team Indicator Ratings

The averages of your team’s ratings for the Five Indicators of an Extraordinary Team are shown below.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Ordinary</th>
<th>Solid</th>
<th>Extraordinary</th>
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<tbody>
<tr>
<td>Compelling Purpose</td>
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<td>Embracing Difference</td>
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<td>Full Engagement</td>
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<td>Strengthened Relationships</td>
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<tr>
<td>Profound Learning</td>
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Your Role

Think of a group situation where you have an opportunity to apply any of these ideas from your role as:

- Trainer
- Facilitator
- Coach
- Leader
- Member

An inspiring and shared understanding of why the team comes together.
Compelling Purpose

To increase this capacity in your team, members:

• Discuss the team’s purpose; make sure that it is shared by and inspirational to all members.
• Talk about the impact of the work—and how this motivates members.
• Use the team purpose to guide decisions about priorities and strategies.
• Periodically assess the team’s accomplishments and how they track to the inspirational purpose.
• If appropriate, identify an additional emergent purpose; discuss its impact and how it inspires members.

Members see, value, and use their diversity as a strength
Embracing Difference

To increase this capacity in your team, members:

• Openly explore conflict issues to better understand the issues.
• Challenge each others’ ideas in order to push thinking further.
• Explore differences as a way to move ahead.
• Learn from differences rather than trying to control the conversation.
• Speak up when there is problem behavior on the team; talk about the impact on team effectiveness.

Members enthusiastically participate in the team’s work.
Full Engagement

To increase this capacity in your team, members:

• Take initiative to get the work done—even if it goes beyond one’s role.
• Share their expertise willingly and trust each other’s skills and knowledge.
• Encourage spontaneity, good humor, and have fun.
• Pay full attention at team meetings.
• Rely on each other to fulfill their commitments and do their homework before meetings.

Trust, respect, collegiality, and friendships grow among team members.
Strengthened Relationships

To increase this capacity in your team, members:

• Develop deepened relationships with other members through socializing and having fun together.
• Grow closer to other members because they share things about their personal lives.
• Use subgroups to take on smaller tasks associated with the team’s work.
• Incorporate short personal check-ins at the beginning of team meetings.
• Intentionally welcome new members to the team and make sure they are properly oriented.

Individual and collective learning exceeds expectations, reaching beyond the work of the team to members’ careers and personal lives.
Profound Learning

To increase this capacity in your team, members:

- Identify what they want to learn out of this team experience.
- Support one another when it comes to gaining new skills or knowledge.
- Volunteer for roles or activities that will stretch their current capacity.
- Debrief certain aspects of the team’s work to gain insight or lessons-learned.
- Intentionally experiment with different approaches and then assess what was learned.