The secrets of high-performing teams come down to one word: **COMMUNICATION**

The tips in this session will help you to:

- Communicate effectively with team members.
- Define guidelines and practices to address team roles, responsibilities, and conflict.

10. **Create Platinum RULES.**

- Adjust communication.
- Develop your Emotional Intelligence (EQ).
- Try internal customer surveys.

9. **Have clearly defined Team Roles.**

- Discuss individual responsibilities.
- Shadow others to understand the impact of your work.
- Update the team when something changes.
8. Share the VISION.
• Show us where we’re headed.
• Encourage input.
• Prioritize new projects by evaluating their effect on
  the vision.

7. Make CONFLICT positive.
• Create conflict guidelines.
• Clear the slate after challenges.
• View conflict as a growth opportunity.

6. Build on team STRENGTHS.
• Learn about your team members’ skills, wisdom,
  and even hobbies.
• Find opportunities to use different skills.
5. Communicate, communicate, communicate.

- Tailor communication to the person.
- Use more than one channel of communication.
- Communicate progress or no progress.

4. Recognize when others need HELP.

- Ask questions.
- Do “pulse checks”.
- Offer services.
- Ask for help.

3. Create team AWARDS.

- Create your own “Above and Beyond” Award.
- Catch people doing something right.
- Create friendly competition.
2. Follow the RULE of the rubber chicken.


- Take your work seriously, but take yourself lightly.
- Fast forward to decide how important a battle really is.

- Celebrate when things go well.
- When things don’t go well, celebrate the learning.