5 Levels of Team Performance

How do we work together to drive team performance?

LEVEL		FOCUS	DESCRIPTION		PROCESS ELEMENT	Activity Type	TEAM PERFORMANCE LOW	TEAM PERFORMANCE HIGH
PAST	1	WHAT	*What is happening now?*	*Current state, Actual performance*	Actual	"GATHERING" As-Early-As-Possible	40%	5%
PAST	2	WHERE	*Where are we aiming?*	*Targets/Goals/Standards*	Target		40%	5%
PAST	3	WHY	*Why are we missing the target?*	*Top-N, Rank Order, Trends, Root Cause*	Delta		10%	10%
NOW	4	HOW	*How are we going to close the gap?*	*Corrective Action, Short/Long Term*	Plan/Tasks	"HUNTING" Hunt-as-a-Pack	5%	40%
NOW	4	*WHO*	*Who is on the team?*	*Owner, Sponsor, Approver, Team*	Owner/Team		3%	30%
NOW	4	*WHEN*	When are our milestones?	*Start, NEXT Update, Audit, Complete*	Key Dates		2%	10%
	5	FUTURE	Predictive Engagement: Look Ahead - See Risks - Plan to Win		Proactive	"FARMING"	Min	Max

90% | 20% | 10% | **80%**

PERFORMANCE		
	LOW: Looking backwards - Explaining, Defining, Blaming, Justifying, Story Telling	Invest in your team.
	HIGH: Bias for Action - Ownership, Commitment, Follow Up, Accountability	
	ELITE: Looking Ahead - See issues coming, Prepare, Align, Avoid, Improve vs Prior, Plan to Win	

Lvl	PROCESS DRIVERS
1-3	**MAKE "GATHERING" AS REAL-TIME AS POSSIBLE** – owned and driven by the person performing the work. **COMP RUNs + PROD RUNs + AUDITs**
4	**"HUNT" AS A PACK** – collaborate and leverage talent from everywhere (Ops, QA, CI, R&D, TSO, VRO, PD, Vendors)
5	**IMPLEMENT "FARMING SUBSIDIES"** – Put resources to proactive activity. Challenge the team to avoid issues and celebrate wins