

FIVE STAR TEAMWORK



How To Achieve Success ...
TOGETHER!

Steve Ventura

Michelle Correia Templin

INTRODUCTION

It's a commonly used term in the language of business. It's essential for successfully competing in an ever-changing global marketplace. It's necessary in order to combat the tide of shrinking resources and meet the need of doing more with less. It's a strategy ... a tool ... a buzzword.

The "it" is TEAMWORK. And it *also* happens to be one of the most misunderstood concepts in business today.

Look around – the labels are everywhere. There are service teams, management teams, task forces, quality-assurance teams, self-directed work teams, product-development teams, launch teams, departmental teams, and even teamwork-enhancing teams. The list is seemingly endless.

So, with teams being that prevalent, how is it that "teamwork" is so misunderstood? Why is it that so many teams fail to reach their true potential? Primarily because of the all-too-common belief that forming a group – and giving them a title – equates to creating a team. But that's a misconception. As the old song title says, *It Ain't Necessarily So!*

The fact is that while all teams are groups, not all groups are teams. What separates the two is *interdependence*. A group becomes a true team only when its members support and enhance each other's performance and contributions ... when they collaborate to achieve results that are bigger and better than those that could be realized individually. Simply put, it's what people DO that makes them a team – not the mere fact that they've been assembled.

Effective teams understand that teamwork is a *behavioral* issue. Team members recognize that their success is inextricably linked with one another, and they act accordingly. And so must you!

But there are effective teams and then there are "FIVE STAR" teams – the best of the best. What separates them? The answer is

commitment.

More precisely, it's *five* commitments. And they are what this book is all about.

Whether you're a team leader looking to improve your group's performance or a team member wanting to enhance your contributions and personal success, pay attention to the pages that follow. You'll find a collection of ideas, strategies, tips, and techniques you can apply to help make your team the best it can be.

So read on. Learn how to practice

FIVE STAR TEAMWORK

and you *will* achieve success ... together!

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In May of 1953, two men became the first in history to climb to the top of Mt. Everest – the world’s tallest mountain. The two were Edmund Hillary, a New Zealand beekeeper and explorer, and his Sherpa guide from Nepal, Tenzing Norgay. They reached the summit together and enjoyed instant international fame.

As they were ascending the 29,000-foot peak, Hillary slipped and started to fall – rapidly sliding downward on a broken chunk of ice. He would almost certainly have fallen to his death, but Tenzing Norgay immediately dug in his ice axe and braced the rope that linked them together, saving Hillary’s life.

As the story goes ...

When the international press heard of the incident, they made a huge fuss over the Sherpa guide’s heroic action. Through it all, Norgay remained calm, professional, and unfazed by the attention that was coming his way.

To all the questions shouted by the press, he had one simple response:

“Mountain climbers always help each other.”

~ The Speaker’s Idea File