

5 Tips for Fixing Underperforming

Organisations are constantly seeking new ways to ensure their management and employees are more productive and their businesses are more profitable. Key issues of a high performance team include, how well the team communicates, aligns itself around top initiatives, creates short term/long-term plans and holds themselves accountable to deliver the required results. Here are 5 tips for fixing underperforming teams:

#1 – Identify where underperformance lies

Performance is what the team members actually achieve Results (as measured by sales, customer satisfaction, percentage of repeat business and so on) are the outcome of high performance.

For example, if your organisation is repeatedly suffering a poor sales performance you need to identify within the sales team where the problem lies. Could it be low call rates, team members not investing client's needs correctly, not establishing key relationships which achieve repeat business and recommendations or could it be that team members are not interacting or sharing key information?

#2 – Ensure you follow a team model

It is not uncommon for people leading a team-building process to focus on a single aspect of team functioning. Often the emphasis will be on communication practices, to the exclusion of other elements that are critical to team success and effectiveness. A one-dimensional team building process may increase frustration and destroy the credibility of the process. Team models elements would include:

Defining roles within a team: the potential of each member is unlocked when you allow individual's to exercise creativity in support of the goal.

Letting the team solve any difficulties, the team will feel more ownership for the solution if you let them solve the problem.

Co-ordinating and monitoring the performance of the team and individuals to ensure that goals and objectives are achieved.

#3 – Getting your people to work together

Ensuring that employees work together in a powerful way, taking personal responsibility for their own performance, as well as that of the overall business will instantly generate measurable improvement. The secret lies in making sure that everyone in your organisation has the right attitude and is taking the right actions to produce results, time after time. To make this happen:

- Include all team members in planning.
- Review what happened in the past and learn from it.
- Examine limiting attitudes and assumptions and shift them.
- Align the top priorities at every level of the business.
- Schedule regular reviews to monitor progress and learn from what works and doesn't work.

#4 – Remember each team is different

Each team has distinct strengths and weaknesses. Team building must build on these specific strengths and address weaknesses. Without knowing these the team building leader runs the risk of using a process that will be irrelevant.

#5 – Recognise and reward success

Ensure that not only do you reward individuals for their performance, but also the team as a whole which encourages motivation, retention and engagement. Transforming underperforming teams takes time, expertise and patience on the part of everyone, not only the leader. The results for all those involved are outstanding in terms of individual and organisational long term success.

**Ready to make a significant difference in your organisation?
Contact us for a complimentary consultation:**

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