

The Seven Fundamentals of Team Engagement and Leadership



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• **Building Trust:** Members of great teams trust one another on a fundamental emotional level. They are comfortable sharing their weaknesses, mistakes, fears, behaviours and challenges. They get to a point where they can be completely honest without filters.

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• **Communicating for Transparency:** Teams that communicate well, build on trust and respect. Two-way communication is vital to ensure members feel listened to and valued. This is a core value that drives innovation and team development for retention and performance.

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• **Mastering Conflict:** Mutual trust generates passionate dialogue about issues and decisions that are key to the organization's success. This drives conversation around better solutions, best answers, discovering truths and making great decisions.

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• **Achieving Commitment:** Healthy, unfiltered conflict results in genuine buy-in around important decisions, even when team members may initially disagree. They have confidence that all opinions and ideas have been considered and no stone has been left unturned.

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• **Embracing Accountability:** Teams that commit to decisions and metrics for performance do not hesitate to hold one another accountable for adhering to those standards. They don't rely on the team leader as the primary source of accountability; they go directly to their peers.

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• **Focusing on Results:** Teams that trust one another, engage in dialogue, commit to decisions and hold each other accountable tend to focus on what is best for the team. They do not place egos, agendas, departmental needs or career aspirations ahead of the collective results that define organization success.

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• **Coaching for Engagement:** A coaching culture drives engagement, productivity and accountability. Leaders who are trained as coaches inspire meaningful conversations to build relationships and bridge communication gaps. Winning teams always have a great and trusted coach.