

HOW TO SUCCESSFULLY INCORPORATE A NEW MEMBER INTO YOUR HIGH IMPACT TEAM

OFTENTIMES, adding a new employee to the mix can be difficult. Even when hiring a person who is fully qualified to perform in the fashion you need, there will be an adjustment period. Especially when you have an existing high impact team.

According to Corporate Coach U, high impact teams “are an energetic group of people committed to achieving common goals. [They] produce outstanding results despite difficulties... and pull together to overcome challenges. They assume responsibility for the output of their team.”

When others who enter your organization have not been privy to working within a high impact team, the adjustment can require a bit of nurturing. Those from other organizations may not be used to working in an environment where teams truly participate in teamwork. They may also not understand that your teams use their collective resources to achieve outstanding results as a group.

Getting used to how things are done at your company - and getting used to working within a high impact team - takes time. Learning what to expect from a new environment can be stressful for a new hire. As a leader, there are specific actions you can take to ensure the transition is successful and a



positive experience for everyone involved.

Be A Good Role Model

This sounds cliché, but in reality, it is vitally important. The new hire will be looking for an example to follow – especially if the concept of

high impact teams is new to him/her. That example should come from you. Since showing makes a greater impression than telling, make a point to display the qualities of: responsibility, cooperation, and team unity. This will demonstrate excellence, and provide a baseline of expected behavior for your new team member.

Communicate Effectively

Especially in the first month of employment, ensure that tasks are completely understood, are supervised (either directly or indirectly), and are accomplished with the expected results. To do this, you will need several tools in your arsenal.

It is essential to clearly define the job responsibilities with a written job description. This should include the expectations of the job, and how the new hire should work within the team.

In addition, you, as the manager, should not only understand your own

► *continued on page 4*



LETTER FROM KATHI GRAHAM-LEVISS

These days, there are a couple of terms that have entered corporate America's vocabulary: “High Performing Organizations” and “High Impact Teams” (sometimes called “High Initiative Teams” or “High Performing Teams”). We are all familiar with phrases such as “team” and “teamwork.” However, the difference in a “team” and a “high impact team” is significant.

High Impact Teams go beyond the “group” mentality. Instead, they focus on oneness. One collective that puts its energy and skill in place to accomplish outstanding results. One collective that directs its every effort toward making the customer's experience with its organization phenomenal. One collective that takes full responsibility for its output.

In order to help you differentiate between “teams” and “High Impact Teams,” I'm devoting this issue to that very topic. I know you'll enjoy reading the information presented here... and I know it will help to dramatically improve your organization.

TWELVE WAYS HIGH PERFORMING TEAMS CAN GET BETTER SELLING RESULTS

High Impact Teams are always looking for ways to improve. With these 12 ideas for getting better selling results, your team will be well on its way to selling success!

1 Your attitude affects your magnitude. Your attitude is how you feel and what you exude. Your attitude is a choice. DNA has nothing to do with it. It's been said people who smile are happy. People don't smile because they're happy... people smile because they've chosen to have a good attitude.

2 The biggest Rolodex always wins... if it has the right names and contact information. If you have a network, keep it informed. The bigger your network, the greater your influence. Tired of calling the same people over and over again? Don't have any new prospects? Sounds like you're "Notworking" instead of "Networking." Break out of your comfort zone and find those clients!

3 Decisiveness makes you proactive. Always seek to achieve maximum results in minimum time. Decisive people don't have pending decisions. They have clear desks and minds that are focused. Being indecisive can cost you the game!

4 In business, what gets measured gets done. Determine the critical measurements for your business and stay focused on them. Are the numbers falling? Figure out why and fix it. Are they climbing? Figure out why and keep at it!

5 You never get a second chance to make a good first impression. The first seven seconds is all it takes. People are judging you - that fast. Be ready. Your "image" should say: "Professionalism, customer focus, and added value."

6 Forget time management. It's all about self-management. The balanced person has six dimensions including:

- Family,
- Financial,
- Spiritual,
- Self-development,
- Physical well being, and
- Social/Community.

Suggestion - make your calendar the centerpiece for your life. If it's important - put it on your calendar.

7 What every salesperson should know about his/her potential clients.

- Their business,
- Their responsibilities,
- Their challenges, their priorities,
- What they like most about the products they're using,
- What they would change, their decision criteria,
- Their decision-making process,
- How they measure new supplier success, and
- What it would take to be their best supplier.

You'll have to ask the right questions to get the right answers.

8 Skill sets for the 21st century, professional salespeople. Do you have all of these? If not, you'd better freshen up!

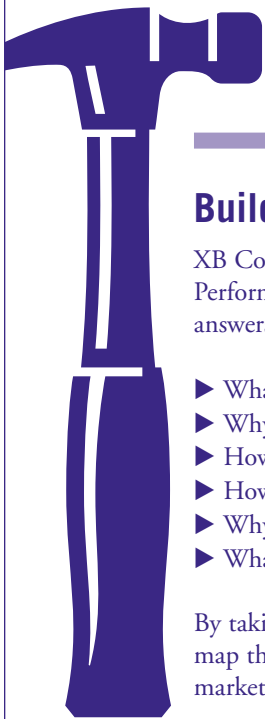
Analytical skills, problem solving, teamwork, delegation, win-win negotiating skills, Internet skills, networking skills, presentation skills, telephone skills, and you're not going to believe this one - selling skills.

9 Get a mentor. A wise and trusted counselor. You might also want to create your own personal board of directors and seek their counsel periodically. You'll definitely want to hang around people who are brighter than you, and also devour good books. Both will expand your horizons and boost your creative juices.

10 Make every day a masterpiece by planning it. You need pencil and paper. You also must know how to prioritize. Only one out of 81 business people begin the day with a prioritized "To Do" list. Do you? If you're not following up on leads, and things are slipping through the cracks, you probably need to set your priorities and be more focused. When you make the right changes, you'll be amazed at how great each day can be.

11 You can't take the one-size-fits-all approach. You gotta add value to your selling process. Being better means being different. What do you personally do that specifically differentiates you from your competitors? How do you specifically add value to your customers' business lives? Communicate those things to your prospects so they understand how special and unique you are.

12 It's not about being busy. It's about results. Focus on outcomes. Set personal and professional goals daily, weekly, monthly, and annually... and do it in writing. Goals will help you achieve the balance in life that you seek. Seek it, and you'll find it. Most people don't expect to be really successfully, and they're not.



Tool of the Month

Building and Maintaining High Performing Organizations

XB Coaching is excited about our latest workshop series, “Building and Maintaining High Performing Organizations.” Through this two-day, highly interactive workshop, you’ll find answers to your questions such as:

- ▶ What is a High Performing Organization?
- ▶ Why is it necessary to become one?
- ▶ How do I turn my “team” into a “High Impact Team”?
- ▶ How do I create a plan to help build a High Performing Organization?
- ▶ Why is it necessary for everyone to be accountable for his/her output?
- ▶ What is it about High Performing Teams that causes such dramatic, positive change?

By taking the time to define, outline, and create a High Performing Organization, you map the best route to customer loyalty, employee devotion, leadership excellence, and marketplace longevity.

For additional details or enrollment information, contact us via telephone at 401-682-2859, or email us at support@xbcoaching.com.

It has been said that admitting you need help is the first step. But what’s the second? After you outline where improvements are needed, don’t stop! Seek out solutions and provide your team with the necessary outlet for overcoming the challenge.

RECOMMENDED



READING

Treat People Right!: *How Organizations and Employees Can Create a Win/Win Relationship to Achieve High Performance at All Levels*
by Edward E. Lawler

Creating the High Performance Team
by Steve Buchholz and Thomas Roth

Designing Organizations for High Performance
by David P. Hanna

Driving Fear Out of the Workplace: *Creating the High-Trust, High-Performance Organization*
by Kathleen D. Ryan and Daniel K. Oestreich

High Performance Nonprofit Organizations: *Managing Upstream for Greater Impact*
by Christine W. Letts, William P. Ryan and Allen Grossman

High Performance Sales Organizations: *Creating Competitive Advantage in the Global Marketplace*
by Darlene Coker, Edward R. Del Gaizo PhD, Kathleen A. Murray and Sandra L. Edwards

Leading Beyond the Walls: *Wisdom to Action Series*
by Frances Hesselbein, Marshall Goldsmith and Iain Somerville

On High Performance Organizations: *A Leader to Leader Guide*
by Frances Hesselbein and Rob Johnston, [The Drucker Foundation]

The Oz Principle: *Getting Results Through Individual & Organizational Accountability*
by Roger Connors, Tom Smith and Craig R. Hickman, with Preface by Thomas Smith

A CHECKLIST FROM LEADING BEYOND THE WALLS

by

Stratford Sherman

author of

**CONTROL YOUR DESTINY,
OR SOMEONE ELSE WILL**

1. Start with full confidence in the potential of your people.
2. Treat each person as an individual.
3. Use every opportunity to encourage people to reflect on core values.
4. Create an environment that supports and models the values you wish to nurture.
5. Distinguish clearly between those who are committed to your values and those who are not.
6. Oblige the committed to take responsibility for what they have chosen.
7. Relay on free choice as an engine of change.

If we don't know what is expected of us, it is nearly impossible to meet or exceed those expectations. Take the time to determine what the characteristics of a high performer in your organization are, then use that knowledge to effect positive change in your company.

NEW MEMBER

continued from page 1 ◀

behavioral style, but also that of your new hire. This will help in numerous ways, including defining the motivational triggers of the new employee, and how the new employee likes to be managed based on his or her behavioral design.

For a short time, you might consider creating a checklist for each task. As you cover each area of the project with your new hire, mark the item off your list. Make a point to ask if the new employee has any questions regarding the tasks, what resources are available within his/her new team, or the company, and which other departments might offer assistance. Also, track how the communication is working among the new hire and his/her high impact team and make adjustments when needed.

Train People As A High Impact Team

When conducting training, incorporate the entire team. Being a new employee creates an immediate damper on one's self-confidence. When that new hire is singled out, the rift between "them" and "me" widens. Everyone can use a review of company resources, expected protocol, and policies and procedures. Whenever possible, include all team members in training sessions.

Review Team Performance

Once your new hire has had an opportunity to work his/her way into the high impact team, review the team's performance and compare it to previous performance reports. Some questions to consider for high impact teams include:

- Does our team have a shared sense of purpose?
- Do all team members have clearly defined roles?
- Do all team members have a shared vision of team and organizational success?
- Does our team handle disagreements constructively?
- Do we all encourage the expression of differing points-of-view?
- Does our team meet its goals consistently?

By comparing past team performance reviews to the current one, you'll have a better picture of how your new hire is working within your high impact team.

With proper time and some guidance from you, your new hire will soon be flourishing in his/her position. You'll find a productive employee that contributes and helps to build a more valuable workplace for all on the team.