

Manufacturers Alliance Seminar **Improving Team Performance**

Practical experiences from peers on developing a
team that is great than the sum of its parts

Improving Team Performance

7/12/2018

Jason Eccles
Operations Manager
Branches LLC



Branches LLC

- Manufacturer of premium canoe, kayak and SUP paddles
- One factory; Osceola, WI
- Seasonal; 75% of sales between Feb-Jul
- Employees
 - 36 FT
 - 42 - 46 seasonal at peak

Aqua-Bound.



BENDING
BRANCHES

Improving Team Performance

Results in:

- Conflict resolution skills
- Safer work environment
- Reduced turnover
- Helps recruiting efforts
- Profitability gains

Improving Team Performance

Create a winning culture where people care about what they do and who they work with

- Widget counts, productivity charts and performance metrics are not always the answer
- Do your people care about the score?
- Do they care about their co-workers?

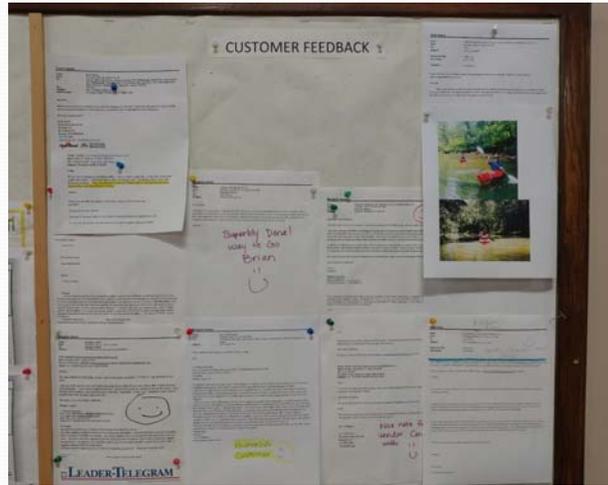
Improving Team Performance

“You do not want to compete with us”

Ed Vater,
President
Branches LLC

Improving Team Performance

Understand and communicate the reason why your people should care?



Improving Team Performance

1. Culture and Work Environment
2. Emotional Intelligence
3. Leadership Development

Consider these as “leading metrics” to achieving improved team performance

Culture and Work Environment

- Build and reinforce a respectful work environment
- Don't accept destructive behavior
- Teach people to recognize Triangulation and discourage its practice



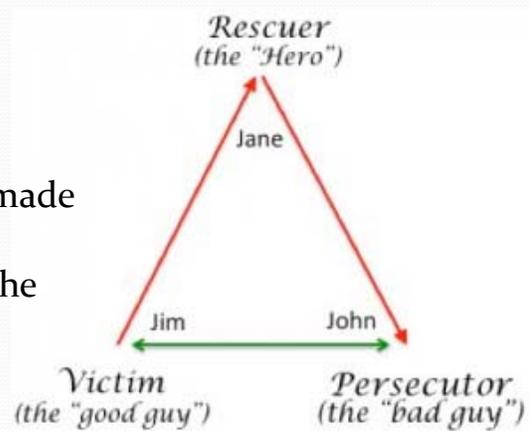
Culture and Work Environment

Triangulation

1. The victim is the person who feels slighted or wronged
2. The persecutor is the person that made him or her feel that way
3. The rescuer is the individual that the victim goes to for help

<https://www.inc.com/david-van-rooy/triangle-resolve-workplace-conflict.html>

Encourage direct communication



Culture and Work Environment

Destructive behavior that is persistent will destroy your team

- Address employee behavior quickly and effectively
 1. Coach for improvement
 2. Remove from your organization

Example

Emotional Intelligence (EQ)

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

Emotional Intelligence (EQ)

Why it's important

- TalentSmart tested emotional intelligence alongside 33 other important workplace skills, and found that emotional intelligence is the strongest predictor of performance, explaining a full 58% of success in all types of jobs.
- 90% of top performers have high EQ

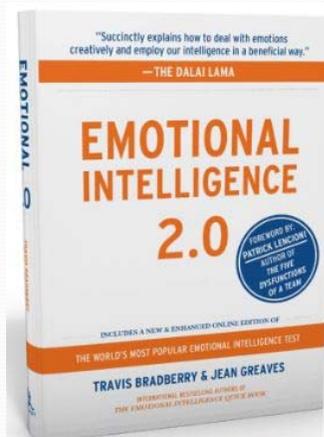
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Emotional Intelligence (EQ)

The Branches approach:

- The entire company
- 4 customized training sessions
- 2 hrs each

"EI 2.0" by Travis Bradberry & Jean Greaves



Emotional Intelligence (EQ)

Results

- “Our company wide EQ training was more effective than any other initiative we've undertaken.”
Ed Vater, President
- “I don't have to deal with the conflict that I once had to.”
Travis Hamlin, Production Supervisor
- Reduced busy season staff needs by ~2 ee's

Leadership Development

Effective Leadership is a company's most important asset.

Nearly impossible to improve a team's performance without effective Leadership.



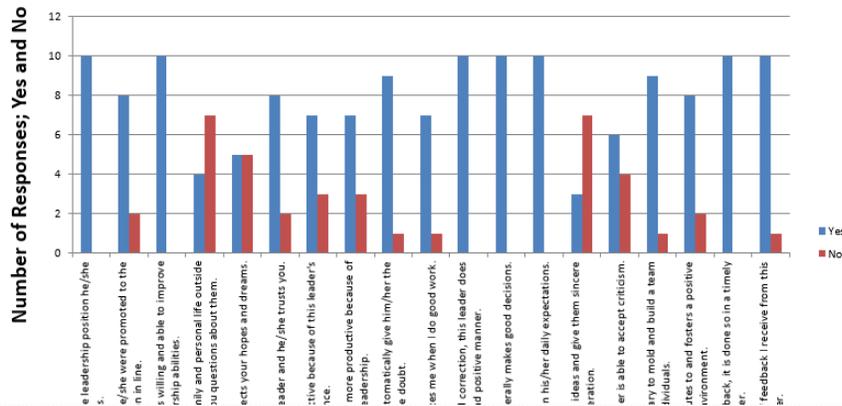
Leadership Development

Assess and understand your current Leadership

- Personality Profile, MBTI
- Wonderlic Testing
- Leadership Potential Assessment Tool
 - Taken from: "The 21 Irrefutable Laws of Leadership" by John C Maxwell
- Leader Feedback Assessment
 - 19 pt assessment of a Leader by their direct reports

Leadership Development

Leader - Feedback Assessment
John Doe: Direct Reports 1/1/2017



Leadership Development

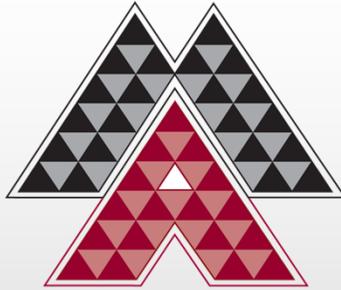
- Personal & Professional Coaching and Mentoring
- Reading books (leadership library)
- Professional Training
 - Manufacturer's Alliance Workshops and Certifications
 - WITC; 2 Year degree program and Certificates
 - Customized Training Programs by WITC
 - Team Dynamics
 - Employee Engagement and Recognition
 - Emotional Intelligence – E.I. 2.0 by Travis Bradberry
 - Individual Leadership Development Plan (ILDLP) *coming fall 2018*

Improving Team Performance

Create a winning culture where people care about what they do and who they work with

1. Culture and Work Environment
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3. Leadership Development

Succeed in these 3 areas and you *will* receive “discretionary effort” from your employees.



Manufacturers Alliance
Thank you for joining us!

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