



Communication and Team Building for Performance Excellence

Session Twelve

Creating a High Performance Home Care Team

- ❖ **Your Personal Team Experience**
- ❖ **The Stages of Team Development**
- ❖ **The Seven Characteristics of a High Performance Team**
- ❖ **Assessing your Team's Performance**
- ❖ **Action Plans for Creating a High Performance Home Care Team**

**February 17, 2005
1:00 - 2:30 p.m. Eastern Time**

This is the second of a four part series of audio learning programs for home care managers and supervisors. This series follows an eight-part series that was presented between November 2003 and June 2004.

For more information on the first eight programs in our
Leadership Academy Teleseminar Series,
go to www.LeadingHomeCare.com/teleseminars.



Notes

Your Personal Team Experience

Think of a time in your life when you were part of a group of people who you would consider to be a high performing team. Describe this team, and the things that made it special:

What was the group?

What was its purpose or mission?

Who else was part of this group?

What was your role in this group?

What made this group special?



Notes

Stages of Team Development

I. Forming

II. Storming

III. Norming

IV. Performing



Notes

The Seven Characteristics of a High Performance Team

1. A Mission that Motivates

2. A Culture of Accomplishment

3. Mastery of the Fundamentals

4. Systems to Communicate

5. An Environment of Trust
 - Contractual Trust

 - Disclosure Trust

 - Informational Trust

6. Commitment to Continuous Improvement

7. A blend of Work and Play



Notes

Discussion Questions

1. Which of the seven characteristics of a High Performance Team are our strengths?
2. What actions can we take to build upon these strengths?
3. Which of the seven characteristics are our weaknesses?
4. What actions can we take to overcome our weaknesses?

High Performance Team Action Plan

1. Review your notes from the discussion of the Seven Characteristics.
2. Review the results of the High Performance Team Assessment Profile.
3. Identify the two characteristics that are your greatest strengths.
4. Develop a specific list of actions you can take to build upon your strengths.
5. Identify the two characteristics that are your weaknesses.
6. Develop a specific list of actions you can take to overcome your weaknesses.



Notes

High Performance Team Action Plan Building on Your Strengths

Strengths

I.

Action steps to build on your strengths

1.

2.

3.

4.

5.

II.

Action Steps

1.

2.

3.

4.

5.



Notes

High Performance Team Action Plan Overcoming Weaknesses

Weaknesses

I.

Action steps to overcome weaknesses

1.

2.

3.

4.

5.

II.

Action Steps

1.

2.

3.

4.

5.

The Academy for Home Care Leadership

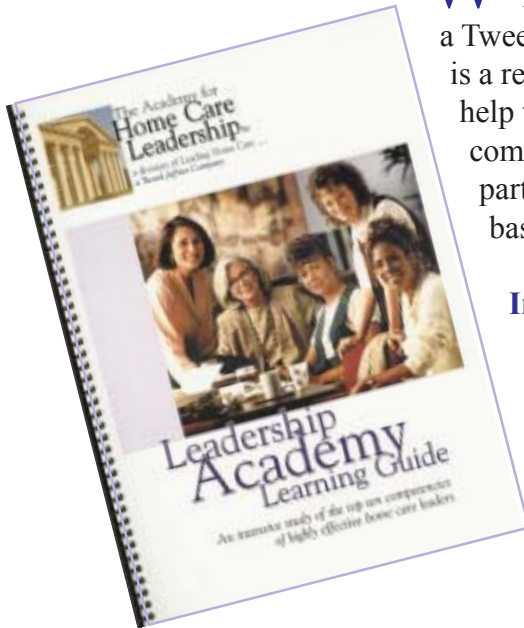
Leadership Academy Learning Guide - Order Form

What are the most important competencies of a highly effective home care leader? Based on five years of research, the team at Leading Home Care... a Tweed Jeffries company has identified the Top Ten Competencies. Now, there is a resource available for you to develop your competencies as a leader, or to help the members of your management team develop their leadership competencies. The Leadership Academy Learning Guide is the tool used by participants in the two-day Academy for Home Care Leadership. It's also the basis for the Leadership Academy Teleseminar series.

In this 176 page Learning Guide, you'll receive...

The Top Ten Competencies of Highly Effective Home Care Leaders

- A detailed description of each competency
- Examples and illustrations of how to apply the competencies
- Worksheets and planning guides
- Step-by-step guidelines for planning, problem solving & decision making
- Tools for solving difficult people problems
- A six-step "Care-frontation" script



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About your Leadership Academy Teleseminar Team

Notes



For the past 20 years, **Stephen Tweed** has worked with home care companies around the country that want to grow their businesses, and with home care leaders who want to multiply performance. He is currently Chairman and CEO of *Leading Home Care... a Tweed Jeffries company*, the center for home care strategy and leadership.

Stephen has served on the Boards of Directors of three different home care companies, and as the Interim President and CEO of a \$25 million home care company with 400 employees. He has presented over 500 keynote presentations and learning seminars for home care association conferences and corporate meetings. He has written three books and dozens of articles on strategy and leadership, and he is the father of a 33 year old son who lives in a wheelchair and uses the services of home care on a daily basis. Stephen also is serving as the Immediate Past President of the 3500 member National Speakers Association.



Elizabeth Jeffries, RN, CSP, CPAE is a relationship strategist and CEO of *Executive Mastery... a Tweed Jeffries Company*. She consults with and coaches healthcare and business leaders who want to master their influence with their work teams and their customers, and multiply their own performance. Elizabeth is an award winning speaker, columnist, and author of several books, including *The Heart of Leadership: How to Inspire, Encourage and Motivate People to Follow You*. Over one million people in more than 3000 presentations have participated in Elizabeth's "can-do, how-to" programs. From General Electric, to the Crystal Cathedral, and from the American Hospital Association to Churchill Downs, her clients are businesses, healthcare organizations and professional associations



Jason Tweed is the Director of Business Development for Leading Home Care. He is responsible for the design and implementation of all of our electronic marketing, and for customer service and order fulfillment. A graduate of the School of Communications at Edinboro University of Pennsylvania, Jason has spent the last 14 years working in a variety of communication and business development positions with a large insurance company, a public utility, a consulting firm, and a community service organization. Since 2002, Jason has led the business development efforts at Leading Home Care. Jason also operates BSG marketing, an Internet marketing company. He and his wife Kristen live in Reading, PA, and are the proud parents of Twins... Jason Andrew and Ainsley Grace (Stephen & Elizabeth's first grandchildren!!!)