



# Team Excellence

The Secret to Achieving High Performance



Self-Guided Learning Program

# Overview



## Introduction

According to a survey conducted by the Center for Creative Leadership,<sup>i</sup> 91% of respondents agreed with the statement, “Teams are central to organizational success,” and 87% said, “Our team collaborating with other teams is essential for success.”

Clearly, teams are a vital part of almost every organization, which are depending on them to use resources more effectively, solve problems more creatively, and provide greater productivity than individual employees working alone.

The goal of every team is to perform at its highest level and the secret to achieving high performance is this—having team members who CARE. Care in the literal sense, as well in the sense of the acronym for the following traits: **C**ommunication, **A**bility, **R**esults, and **E**sprit de corps. These four traits are the foundation of team excellence. You will find practical strategies for developing each trait throughout the remainder of the program.

*“There is virtually no environment in which teams—if done right—can’t have a measurable impact on the performance of an organization.”*

—Jon Katzenback,  
author of *The Wisdom of Teams*



## Test Your Knowledge

*Read the question, then click on the answer.*

Which of the following is true of a high-performing team?

A. There is one strong leader who dominates the group.

B. Team members mostly use electronic means to communicate in order to save time.

C. Team members make a point to connect with every other team member.

D. Team members focus exclusively on their own team.

