Team
Success
Snapshot

Tri Helix

Introduction

The Teams Framework is the foundation for building and having effective teams. The framework provides a structure to help teams foster and conduct productive and meaningful conversations.

This document describes the Teams Framework and its underlying elements and sub elements by which teams can work together to deliver success. It contains:

- Purpose and vision
- Team Success
- Delivery model
- Teams framework
- Teams mindmap
- Framework elements

Vision and Purpose

The purpose is to provide teams and leaders with tools and face-to-face support to deliver success.

Our vision is to enable teams and leaders to have successful, productive and meaningful conversations.

1. Conversations

Teams are all about conversations to build clarity, focus and alignment. It's listening, agreeing and disagreeing – this is normal and healthy.

2. Third point of reference

We have learnt conversations are more meaningful and productive when using a third point of reference. For example, a white board, piece of paper or sharing screens help shift the focus onto the topic to be discussed.

3. Types of conversations

We have also observed that successful teams engage in various types of conversations. For example, a successful team facilitates open, technical and acceptance conversations.

4. Topics

Over the years, we have built an extensive suite of conversation topics that can act as this third point of reference (150+ and growing). These topics are facilitated to build openness, deliver the technical work and ensure acceptance of the technical work in hearts and minds.

5. Delivery module

Tri helix have developed a simple success formula and delivery model to ensure the right conversations at the right time.

$$\text{Success} = F(T + A)$$

The success formula describes the relationship between the various types of conversations.

Facilitation is fundamental and not just an additional component. It influences and amplifies openness, technical and acceptance work.

The better the facilitation work the better the conversations amongst the team, leading to improved solutions, technical outcomes and levels of acceptance.

As shown in the formula, effective facilitation fosters openness around the technical and acceptance work. This openness allows people to think differently – to look for better solutions by applying a growth mindset, being inspired and generating ideas. This openness work prevents a team coming up with the same answers to the same problems.

The facilitation work also builds acceptance of the technical work in people's hearts and minds.

For example, as a team, have you ever:

- Written a document that no-one read?
- Created a detailed plan that was not followed?
- Introduced a process that was rejected?

How successful was your team? These simple examples share the importance of acceptance. The truth is that, without acceptance, success is impossible. Hence, it can never be assumed to exist.

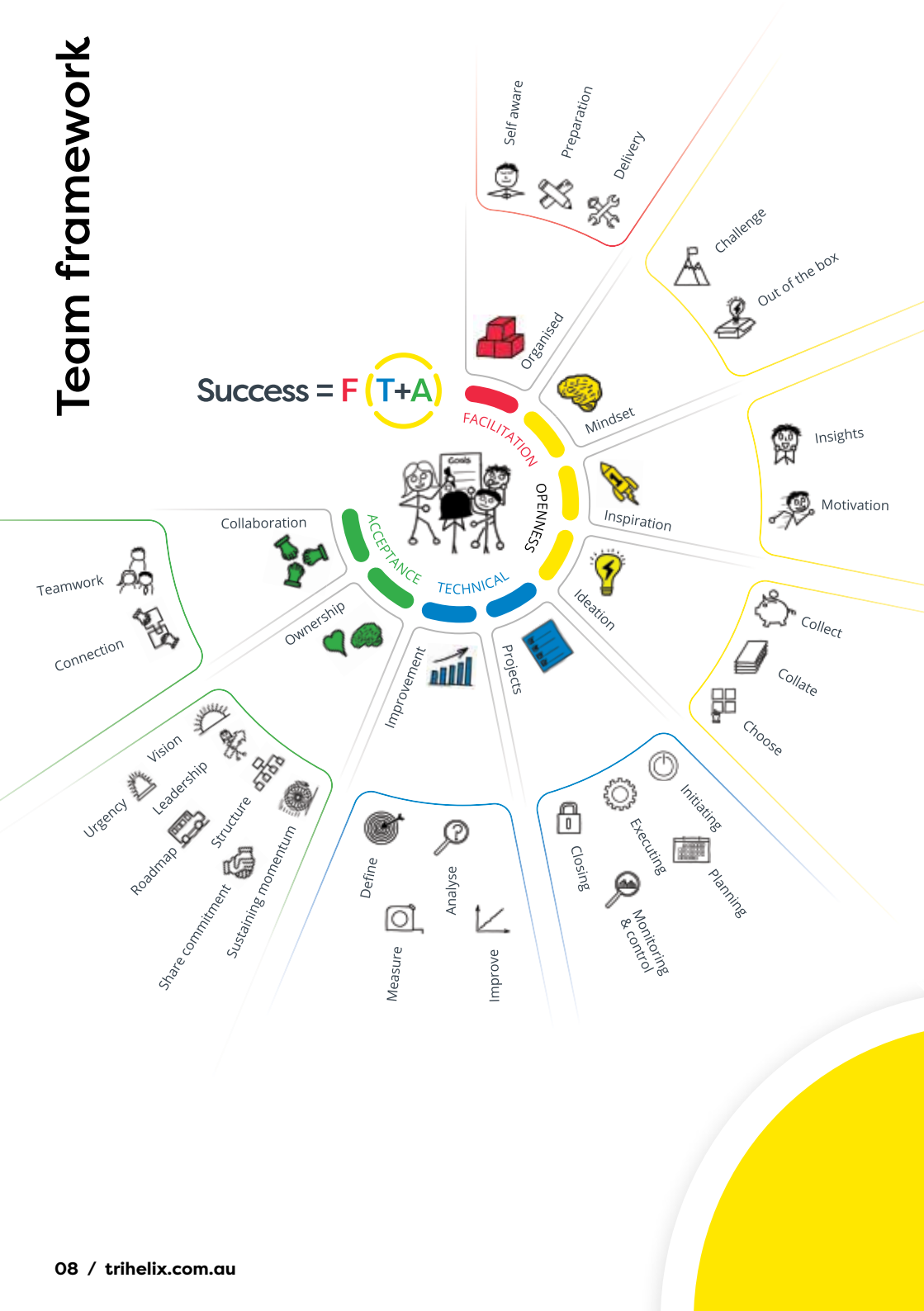**Team success requires us to work in four distinct areas:**

FACILITATION

OPENNESS

TECHNICAL

ACCEPTANCE

Team framework

$Success = F (T+A)$

FACILITATION

OPENNESS

TECHNICAL

ACCEPTANCE

Self aware
Preparation
Delivery

Challenge
Out of the box

Organised

Mindset

Insights

Motivation

Inspiration

Collect

Ideation

Collate

Choose

Projects

Initiating

Executing

Planning

Closing

Monitoring & control

Define

Analyse

Improve

Measure

Improvement

Ownership

Collaboration

Teamwork

Connection

Vision

Leadership

Urgency

Structure

Roadmap

Sustaining momentum

Share commitment

The Team Success Framework describes graphically the four conversations types, with subsequent topics.

Its starts with the Team Success Formula describing the importance of facilitation and its relationship to openness, technical and acceptance. Flowing out of the Team Success Formula are eight sub-elements describing the topics of conversations. The topics begin with facilitation work and being organised, then openness work designed to foster a growth mindset, inspiration, and ideation. Next, there is the technical work around projects and improvement and, finally, the acceptance work focused on building ownership and collaboration.

There are 28 sub-elements (topics) spread across the eight elements.

Within each sub-element there are additional sub-topics (not shown in the mind map).

These sub-topics are in the form of more than 150 tools with each describing its purpose, benefits and use to ensure team conversations are productive and meaningful.

All of these tools provide a third point of reference to begin the important team conversations.

150+ tools

01

Organised

Self aware

Preparation

Delivery
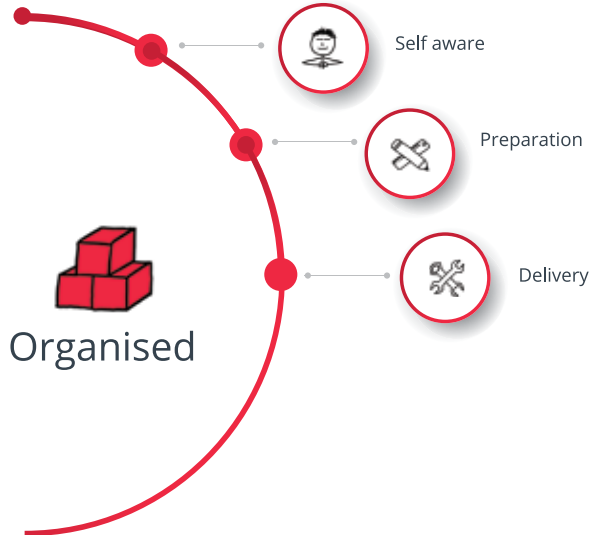
Organised

"Being organised amplifies the openness and acceptance of the technical work in people's hearts and minds."

Intent

Being organised underpins the facilitation work which amplifies the openness and acceptance of the technical work in people's hearts and minds. Being organised is a skill set that can be learnt and is fundamental to leading productive conversations.

# Mindset

Challenge

Out of the box
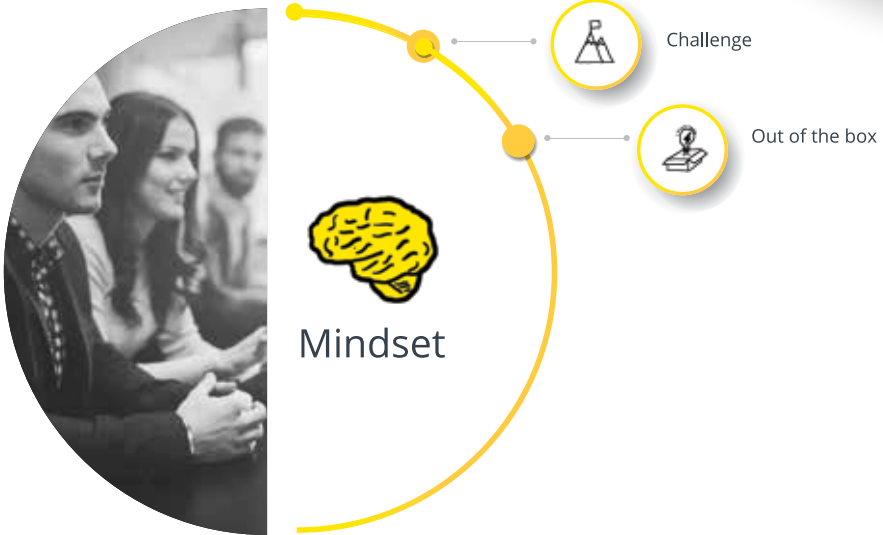
Mindset

Intent

A growth mindset is fundamental to openness. It challenges your mind to sharpen and redirect your thinking to come up with new ideas and overcome obstacles. It also generates out of the box, provocative, exciting, diverse and radical ideas along with new perspectives and a sense of creative confidence.

"Challenge your mind to sharpen and redirect your thinking to generate out of the box, provocative and diverse ideas."

03

Inspiration


Insights

Motivation
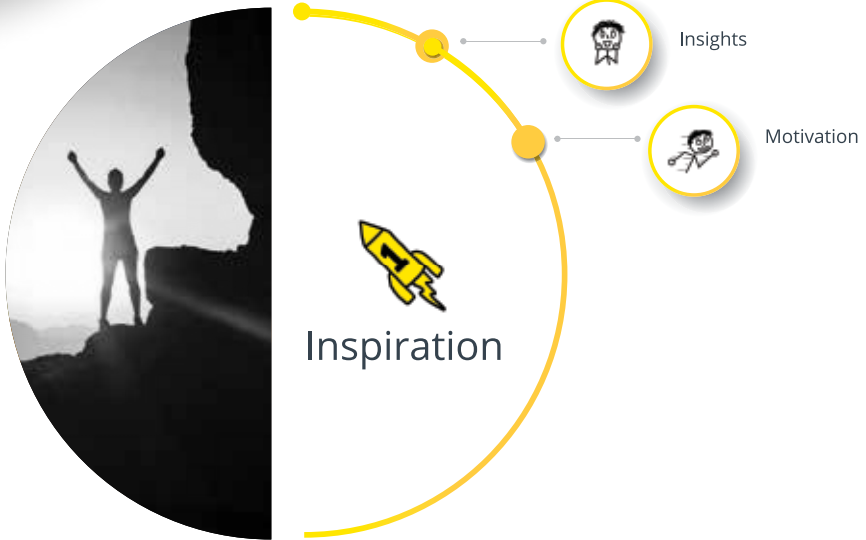
Inspiration

"Build a deeper understanding and desire to change, by being motivated and learning from others."

Intent

Inspiration is fundamental to openness. Inspiration builds insights into making problem-solving creative, fun, practical, simple and repeatable. It also establishes a desire to change your game, by being motivated and learning from others.

Ideation

Collect

Collate

Choose
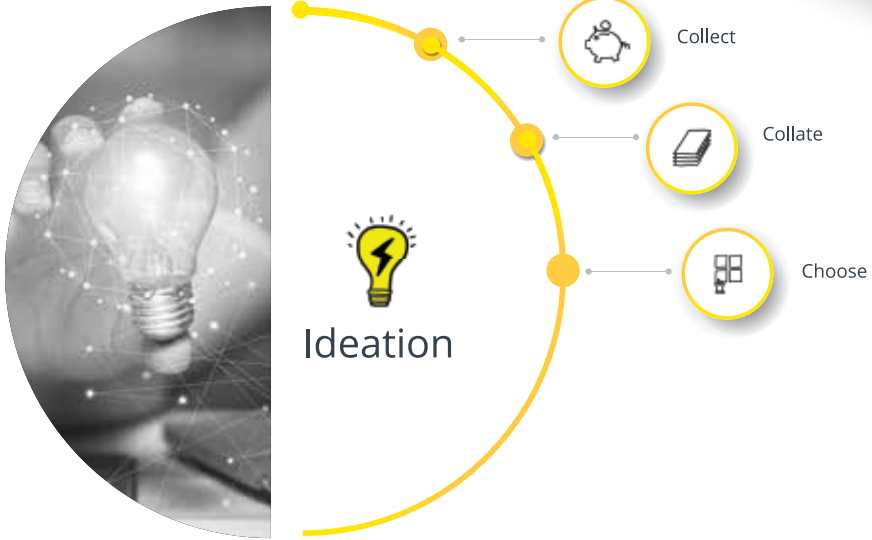
Ideation

Intent

Ideation harnesses the collective knowledge and experience of a group and funnels their thinking to deliver an agreed, aligned, concise, and prioritised set of actions.

"Ideation broadens peoples view, build ownership, ensures ideas are not missed and shares accountability."

05

Projects

Projects

- Initiating
- Planning
- Executing
- Monitoring & control
- Closing
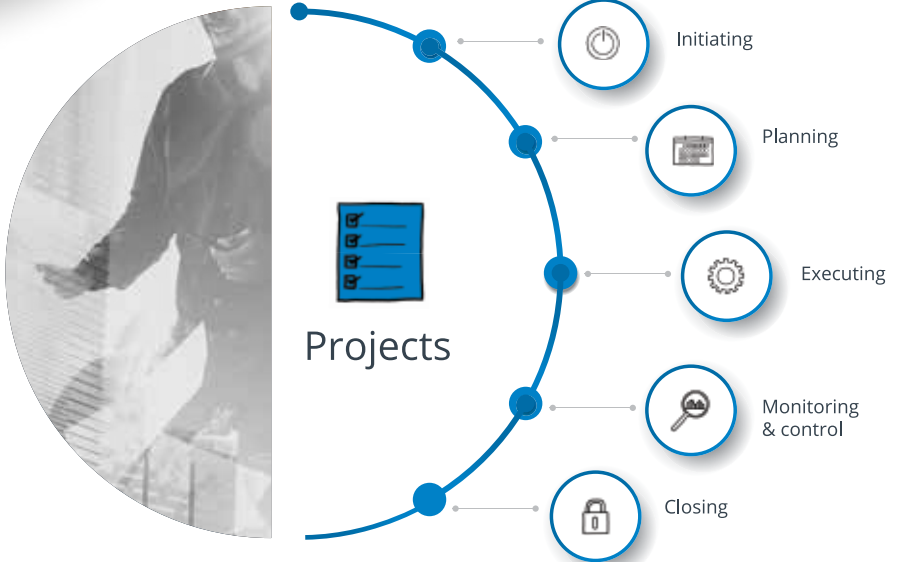
Managing projects establishes the benefits, confirms scope, resources, timing, and risks then deliver, monitors, and closes out the work.

Intent

Projects describe the technical work needed to plan, organise, secure and manage resources to ensure successful completion of the goals and deliver the scope as promised.

Improvement

Define

Measure

Analyse

Improvement

Improve

Intent

Improvement describes the technical work needed to take an opportunity from conception through to realising its benefits when institutionalised within the business.

"Business improvement takes opportunity from its start to finish with realising its benefits within the business"

07 Ownership

Vision

Urgency

Leadership

Roadmap

Structure

Share commitment

Sustaining momentum

Ownership

"Traditionally, we focus on the technical solutions and assume the solution will be accepted."

Intent

Ownership ensures that all the technical work is undertaken meaningfully and accepted by everyone. It engages and excites people to be part of our work at a sub-conscious level.

Collaboration

Teamwork

Connection

Collaboration

Intent

Collaboration builds acceptance by ensuring that all the technical work is undertaken meaningfully by everyone. It brings people together from different backgrounds and cultures to share knowledge, experience and combine their efforts to solve problems.

"Effective collaboration builds acceptance and is driven by honesty, trust and respect."

Conversations are more productive and meaningful when using a third point of reference to focus your team.

Our extensive toolkit of conversation topics become your third point of reference (150+ and growing). Each topic is supported using three tools; a method card, one page document and PowerPoint deck.

Sample

Title.......
Project Initation

SPACER

Safety
Purpose
Agenda
Code of Conduct
Expectations
Roles

Case for change

Project objectives

Work breakdown structure

Less is more

More is Less

Less is More

150

Conversation Topic Toolkit

Superhero

Figure: Superhero

> Use Superpowers to generate ideas.

...constraints by providing the group with 'super powers' to generate new ideas that address the focus question.

Purpose

The Superhero technique is used to generate new ideas by removing constraints and giving teams superpowers. The outcome of the Superhero is a range of diverse and radical ideas to solve the focus question.

Benefits

The Superhero technique is a brainstorming technique that is very effective at breaking people out of existing thinking patterns. Our brains prefer to continue along known self-organising patterns and it can be difficult to break out of those patterns and access new ideas. Using this method we can stimulate ideas that are provocative and exciting. The technique removes

Activity

1. Create a poster with questions or specific areas and place them around the room.
2. Work in groups of 4-5 people, each group is allocated 2-3 superheroes with their list of their super powers.
3. Groups brainstorm ideas around the question or areas using the super powers and capture ideas on post it notes, paper or on the poster.
4. One person stays with the poster and the others rotate to each station reviewing and adding new ideas.
5. Groups then organise ideas using 'eliminate duplicates' and 'affinity grouping'.
6. On completion of rotation the teams are allocated coloured dots, using N/3 voting, to identify any ideas they want to move forward.
7. The ideas are then presented to the whole team.

Tips

- It is not essential to generate ideas from each superhero or power.
- Have some fun - get the team to imagine if we had these superpowers what could we do.
- Teams should be allocated a mixed range of superpowers.

Superhero

Communication plan

Tri Helix