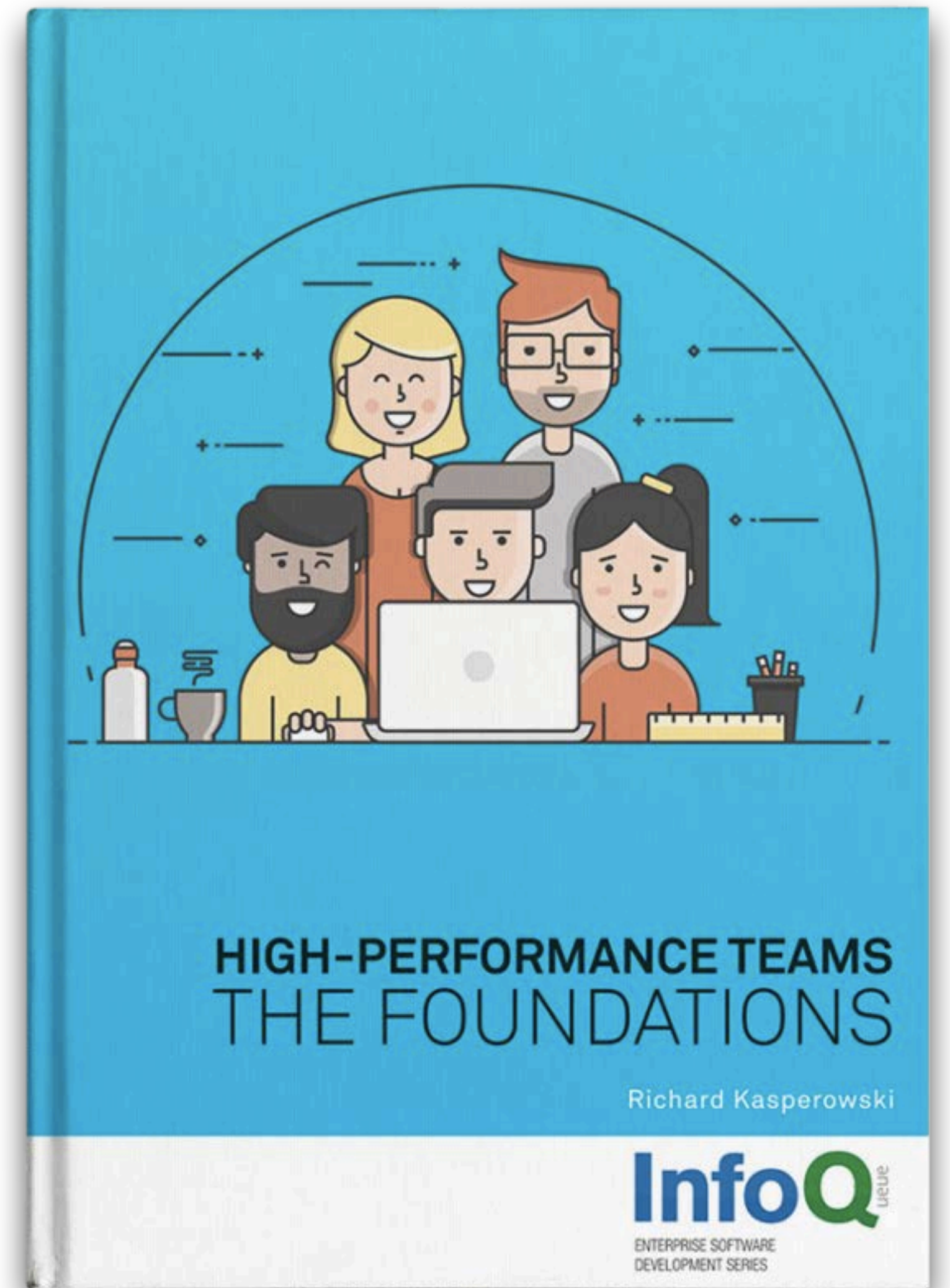


High-Performance Teams

Core Protocols for Psych Safety and EI

Richard Kasperowski | Certified Agile Team Building™



Richard Kasperowski

Certified Agile Team Building™

- High-Performance Team Building™
- Agile & Scrum Foundations
- Agile Product Owner Skills
- Agile Technical Skills
- Agile Team Building Trainer Certification

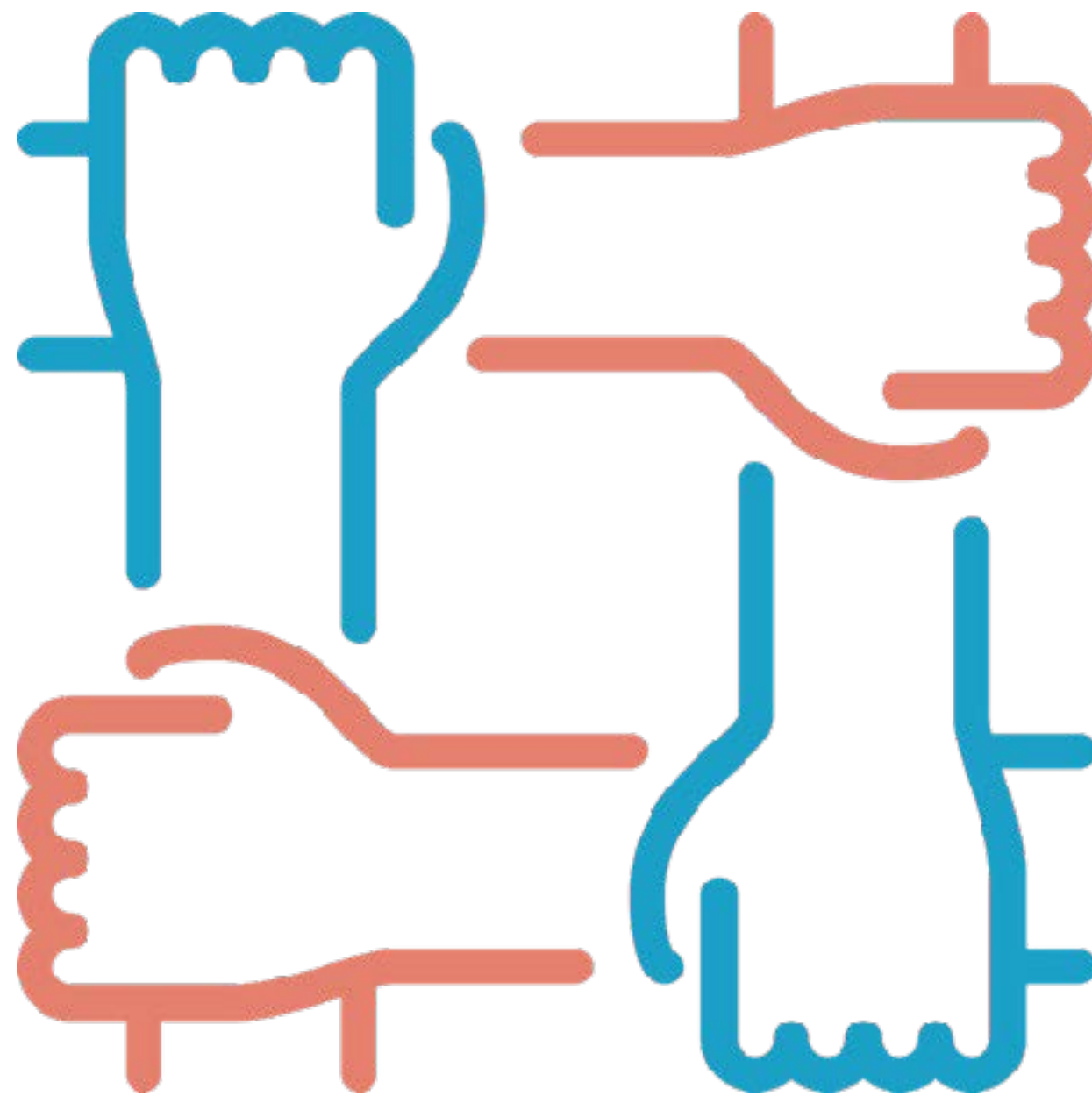
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What is the best team you were ever on?



Do you want more of that?

- ✓ Science & research on high-performance teams
- ✓ Practical guide to the elements of great teams
- ✓ Practice a subset of Core Protocols
- ✓ Fun activities!



Science & Research

Practical Skills

High-Performance for Your Teams

Core Protocols for TEI & Psych Safety

The New York Times Magazine

THE WORK ISSUE: REIMAGINING THE OFFICE

01 How to Build Team

What Google Learned From Its Quest to Build the Perfect Team

New research reveals surprising truths about why some work groups thrive and others falter.

By CHARLES DUHIGG
Illustrations by JAMES GRAHAM

FEB. 25, 2016

re:Work

SUBJECTS GUIDES CASE STUDIES BLOG

- 1 Psychological Safety**
Team members feel safe to take risks and be vulnerable in front of each other.
- 2 Dependability**
Team members get things done on time and meet Google's high bar for excellence.
- 3 Structure & Clarity**
Team members have clear roles, plans, and goals.
- 4**
- 5**

howard speaks column

Do Your Employees Feel Safe?

On my *Dentistry Uncensored* podcasts, I am constantly interviewing dental consultants, and the same thing keeps coming up. Dental employees don't feel safe.

these lab techs want to call up the doc and her to come down to the lab to work things don't they? Because they are afraid you'll them, "You screwed up! Not me! I'll just g

Harvard Business Review

EMOTIONAL INTELLIGENCE

Building the Emotional Intelligence of O

by Vanessa Urch Druskat and Steve

FROM THE MARCH 2001 ISSUE

THE CORE PROTOCOLS

A Guide to Greatness

Based on the work of Jim McCarthy and Michele McCarthy

By Richard Kasperowski



Science & Research

Practical Skills

High-Performance for Your Teams

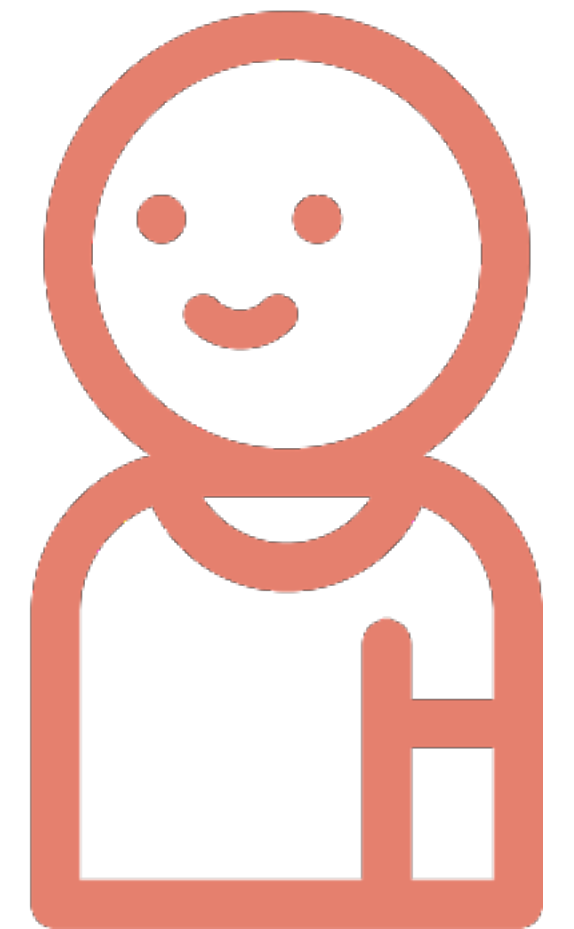
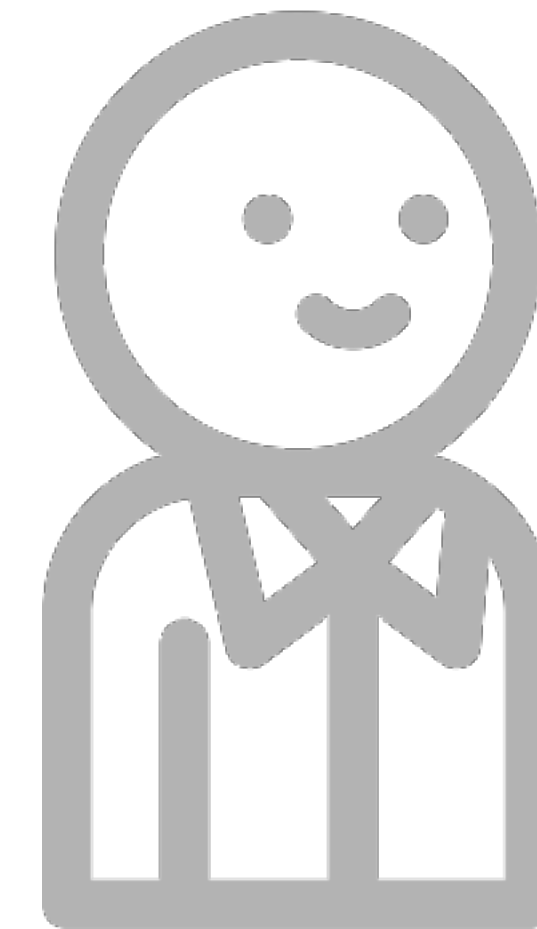
Positive Bias

- ✓ Non-negativity
- ✓ No negation
- ✓ Pretend



Try it: Yes, but ...

- ✓ With a partner, make a plan for lunch tomorrow.
- ✓ Yes, but ... (60 seconds)
- ✓ Yes, and ... (60 seconds)



Freedom



- ✓ Why: Basis of great culture
- ✓ How
 - ✓ The Core Commitments (kspr.co/corecommitments)
 - ✓ Pass (Unpass) (kspr.co/pass)
 - ✓ Check Out (kspr.co/co)



Self-awareness

- ✓ Why: A great self is atomic unit of a great team
- ✓ How
 - ✓ Check In (kspr.co/ci)
 - ✓ Ask For Help (kspr.co/help)
 - ✓ Personal Alignment (kspr.co/pa)

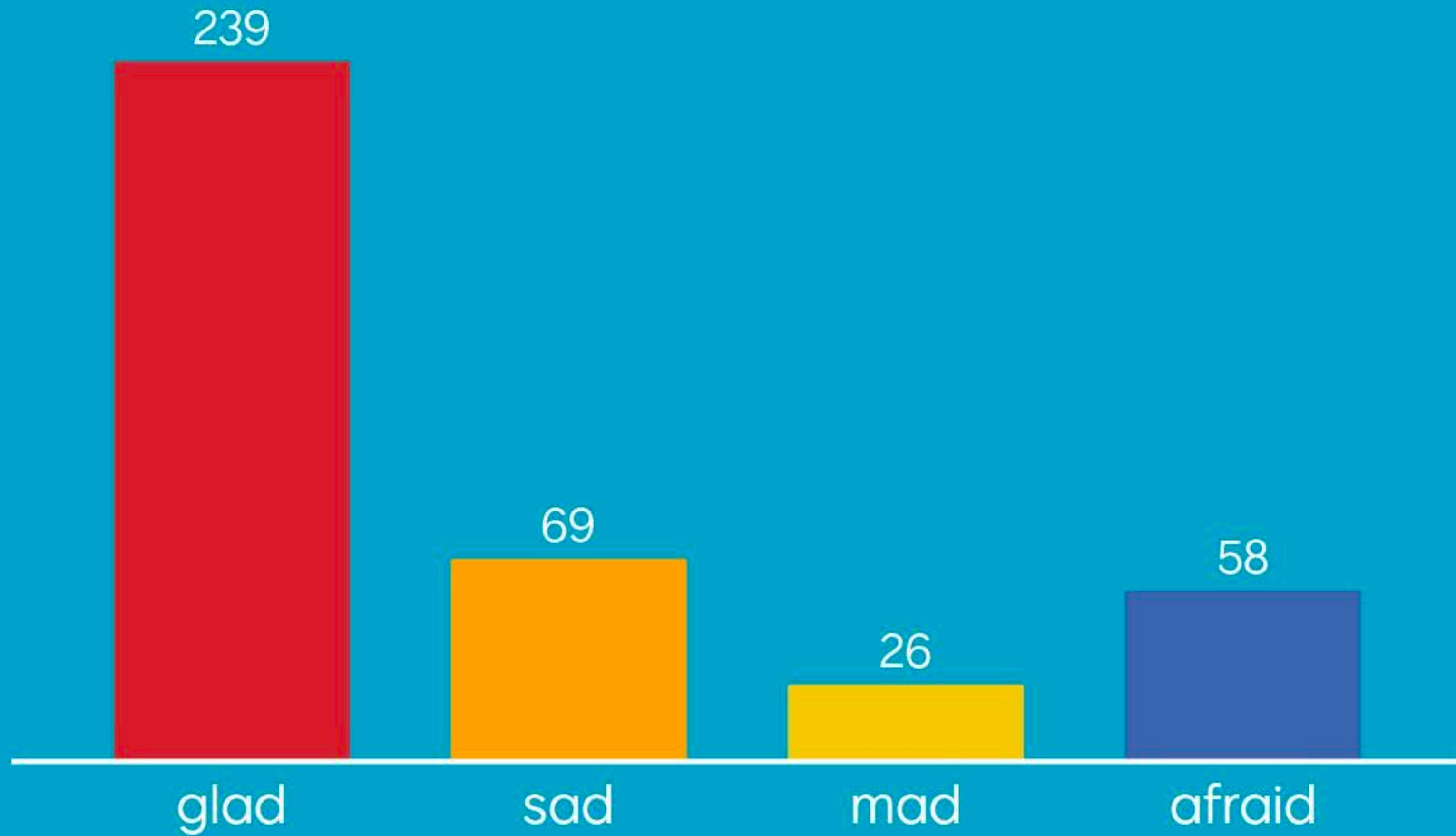


I feel _____ .

GLAD, SAD, MAD, AFRAID

Describe to yourself why you feel that way.

I feel ____.



Try it: Check In

SPEAKER SAYS,

1. "I feel [one or more of GLAD, SAD, MAD, AFRAID]."
2. Speaker may add a brief explanation.
3. (Or, instead of 1 and 2, speaker may say, "I pass.")
4. "I'm in."

LISTENERS RESPOND,

- "Welcome."

*Groups of 2, 3 minutes

I want _____.

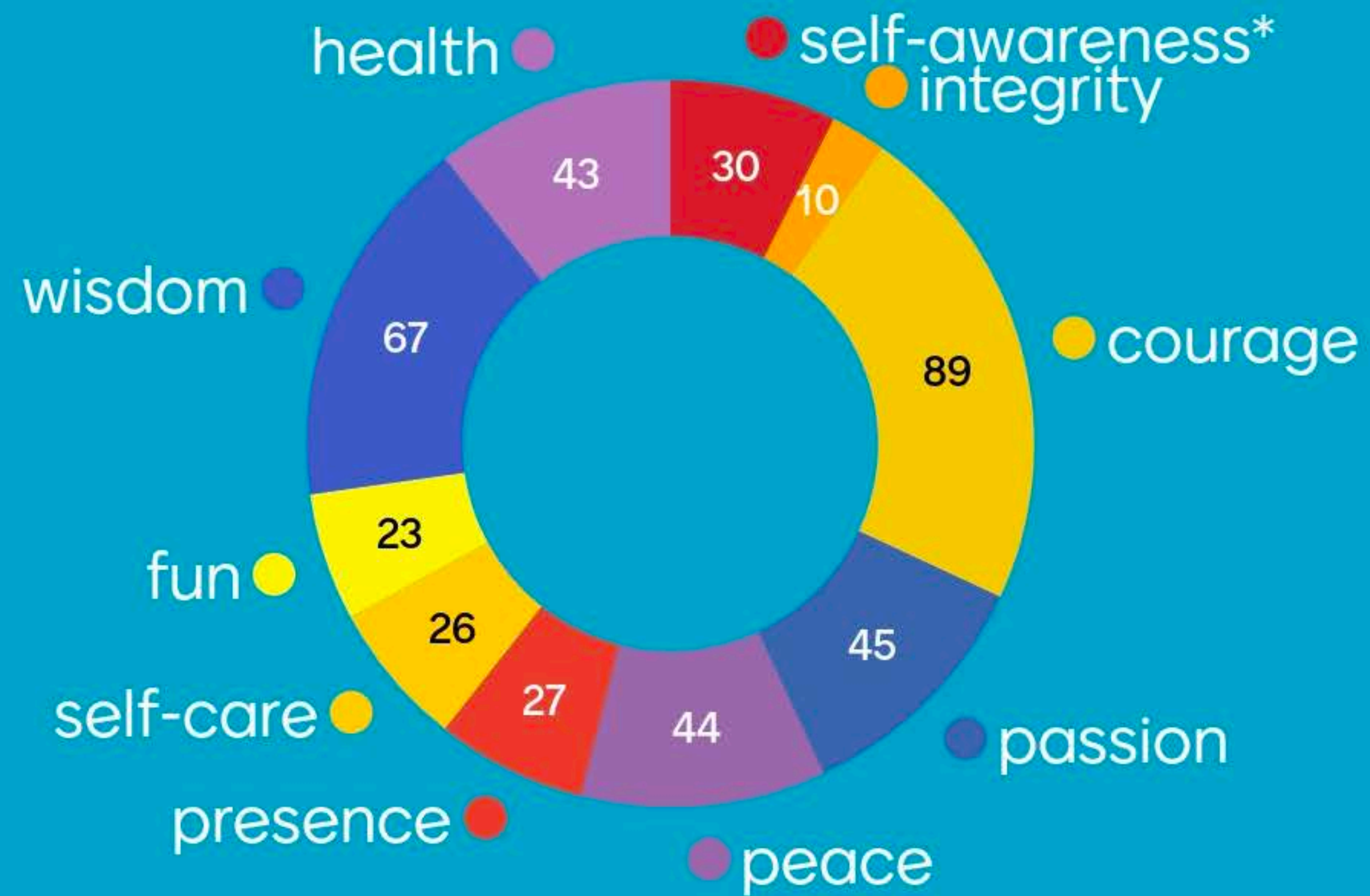
What's blocking you from what you want? _____

I want _____.

This is your
"Personal
Alignment".

- Self-awareness*
- Integrity
- courage
- Passion
- Peace
- Presence
- Self-care
- Fun
- Wisdom
- Health

I want ____.



Connection

- ✓ Why: Connect great people into a great team, totally cohesive and support each other toward a shared goal
- ✓ How
 - ✓ Check In (kspr.co/ci)
 - ✓ Ask For Help (kspr.co/help)
 - ✓ Personal Alignment (kspr.co/pa)
 - ✓ Intention Check (kspr.co/intention)
 - ✓ Investigate (kspr.co/investigate)



???

I'm curious.

Will you tell me more about _____ ?

Try it: Investigate

- ✓ Ask open questions to learn about your partner's Personal Alignment.
- ✓ Be curious. Avoid leading questions. Don't push help on your partner.
- ✓ Try opening with a question like, "What do you want?", "What is the most important thing in the world to you?", or "What is your Personal Alignment?"

*Same group of 2, 5 minutes



Love

Friendship

```
4 #
5 # Use this script to build and maintain an awesome team.
6 #
7 # Greatness Guild
8 # email    IAmIn@greatnessguild.org
9 # twitter  @greatnessguild #awesometeams
10 # web      www.greatnessguild.org
11
12 # Positive bias
13 export POSITIVE_BIAS=true
14
15 # Freedom
16 export PASS=optional
17 export CHECKOUT=optional
18
19 # Self-awareness
20 selfawareness = {}
21 until [[ selfawareness >= adequate ]]; do
22     selfawareness += `checkin --solo --any-emotion-word`
23     selfawareness += `checkin --solo --primary-emotions`
24     selfawareness += `checkin --together --primary-emotions`
25
26     selfawareness += `personalalignment --solo --any-want`
27     selfawareness += `personalalignment --solo --virtues`
28 done
29
30 # Connection
31 connection = {}
32 until [[ connection >= adequate ]]; do
33     connection += `personalalignment --with-investigate --together`
34 done
35
36 # Productivity
37 # Now that you have the foundation of a great team, try tools like
38 # Scrum and Open Space.
39 #
40 # Use protocols like Decider and Perfection Game to amplify team's
41 # efficiency and productivity.
42
43 # Error handling
44 if [[ `protocol-violation` || `corecommitments` == broken ]]; then
45     protocolcheck
```

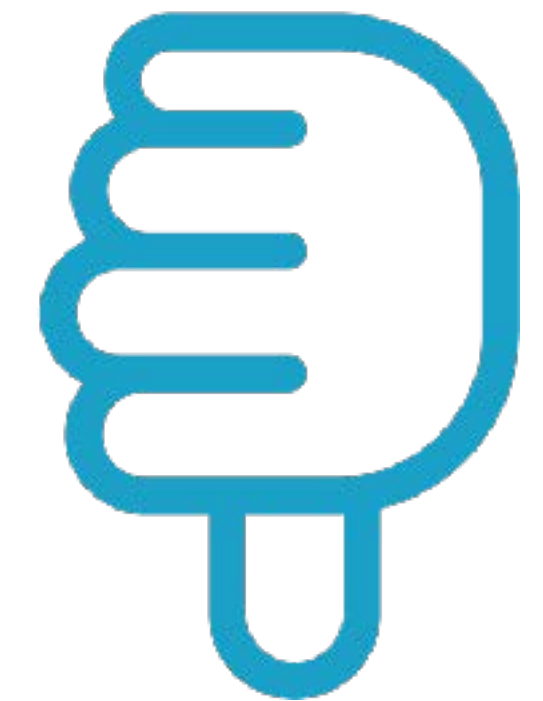
Productivity

- ✓ Why: Align together, deliver great product, achieve great results
- ✓ How
 - ✓ Decider (kspr.co/decider)
 - ✓ Resolution (kspr.co/resolution)
 - ✓ Perfection Game (kspr.co/pgame)



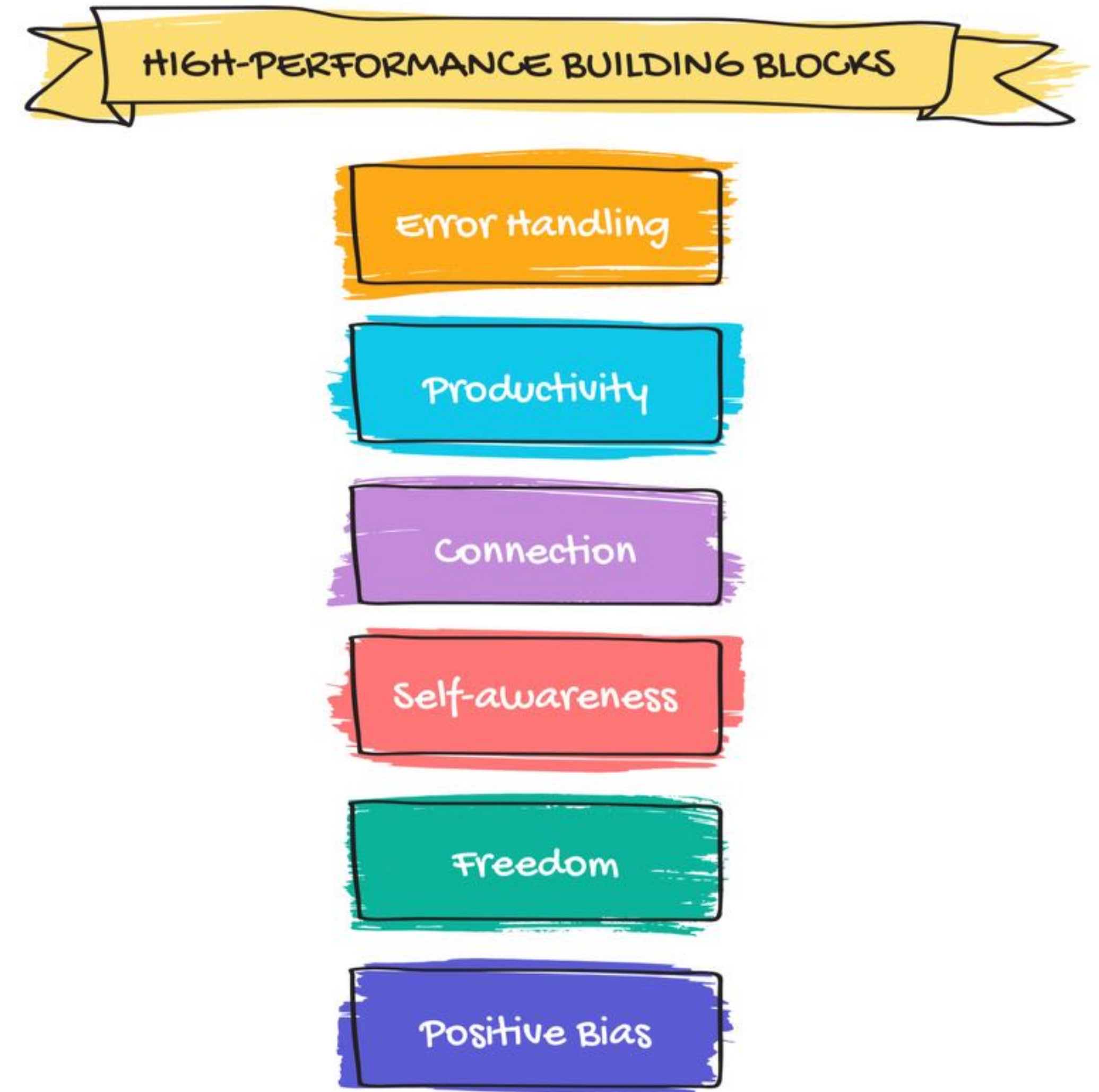
Decider Protocol

- ✓ I propose _____. 1-2-3
- ✓ Thumb-up: Yes, absolutely!
- ✓ Flat hand: I support the team's decision
- ✓ Thumb-down: No, and I have an easy way to improve your proposal.

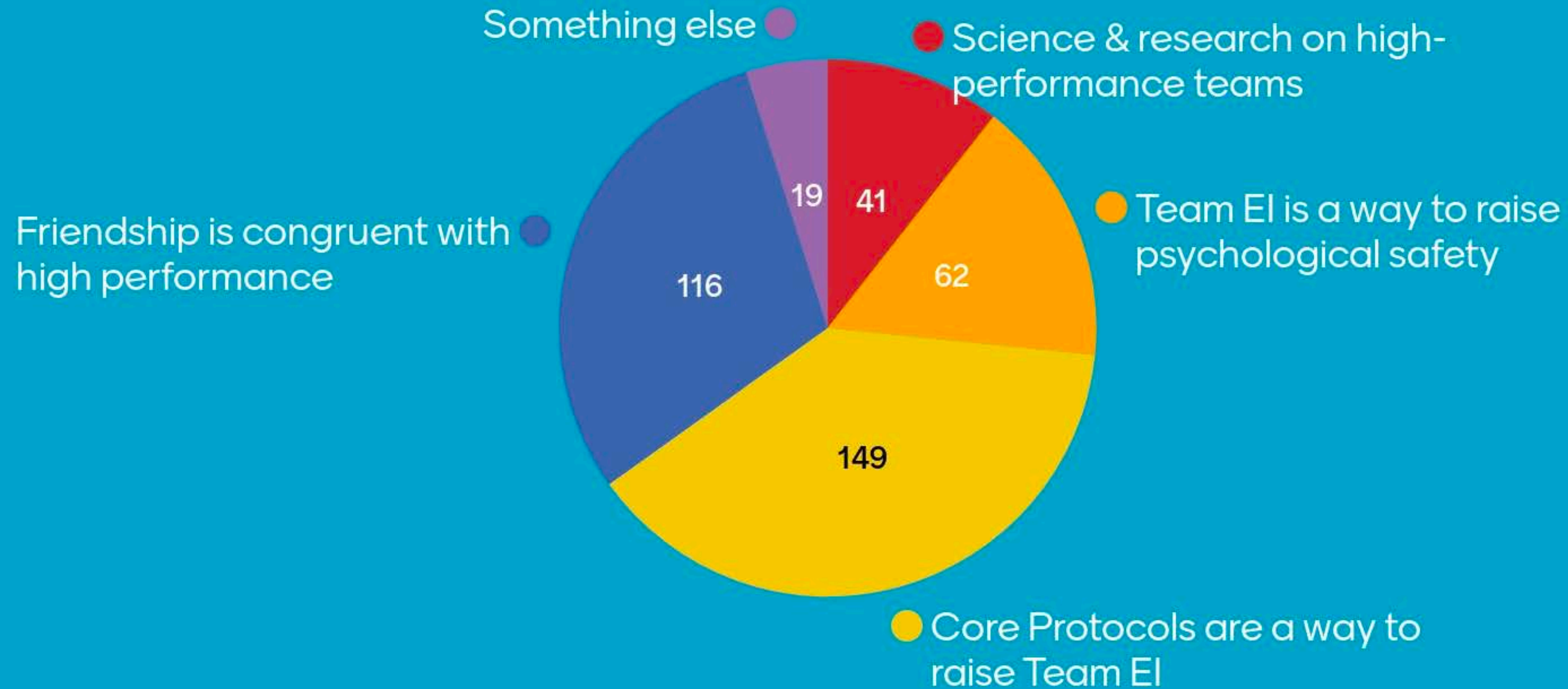


Error Handling

- ✓ Why: Ensure we are maintaining freedom, self-awareness, connection, and productivity
- ✓ How
 - ✓ Protocol Check (kspr.co/pcheck)

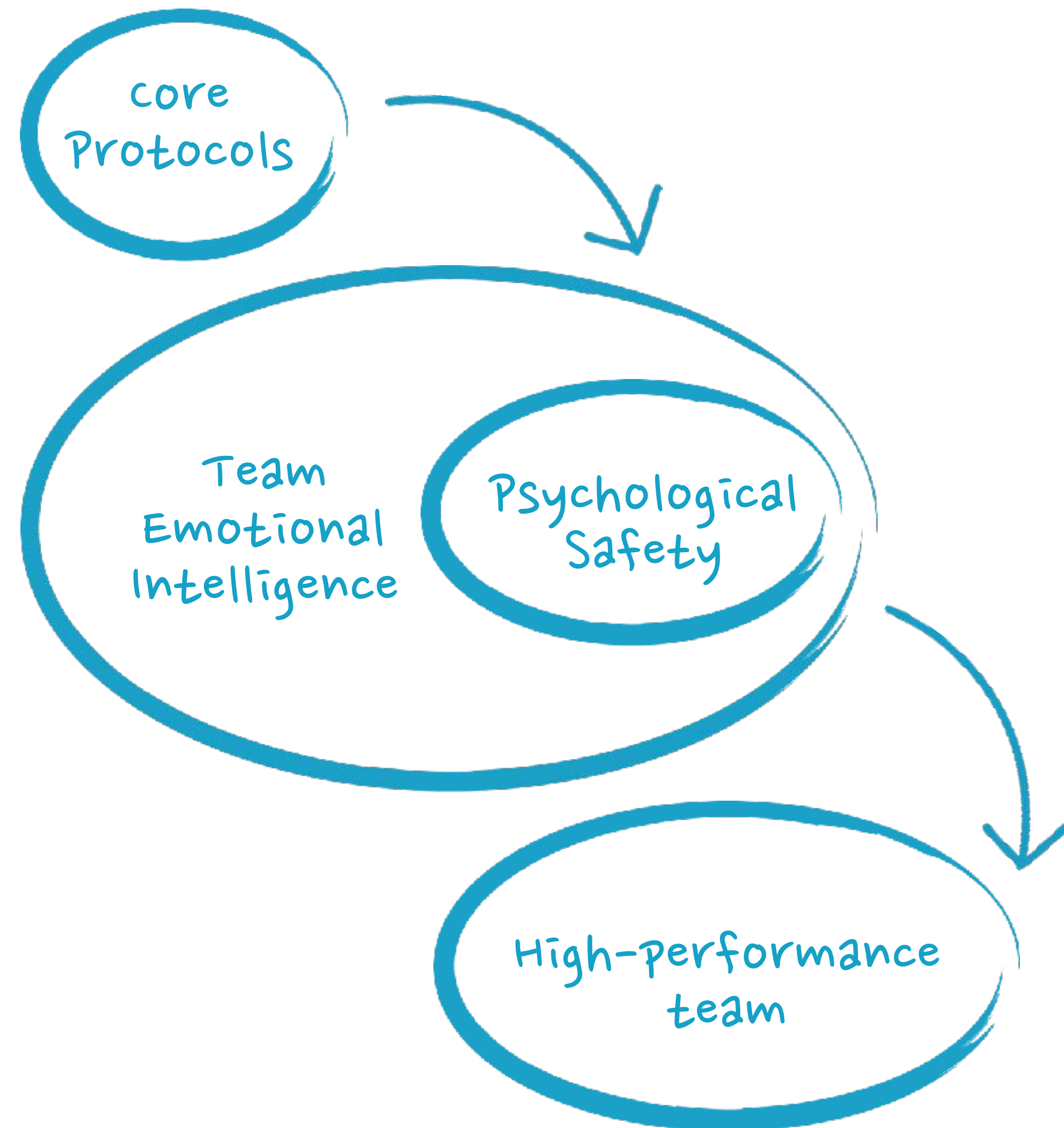


What is your key take-away?



Key take-aways

- ✓ The attributes and behaviors of high-performance teams are known and learnable.
- ✓ Core Protocols →
 - team emotional intelligence →
 - psychological safety →
 - high-performance team**
- ✓ Continuous teaming:
 - ✓ Turn up the good!
 - ✓ Team building is good.
 - ✓ Use Core Protocols to do team building all the time.



Science & Research

Practical Skills

High-Performance for Your Teams

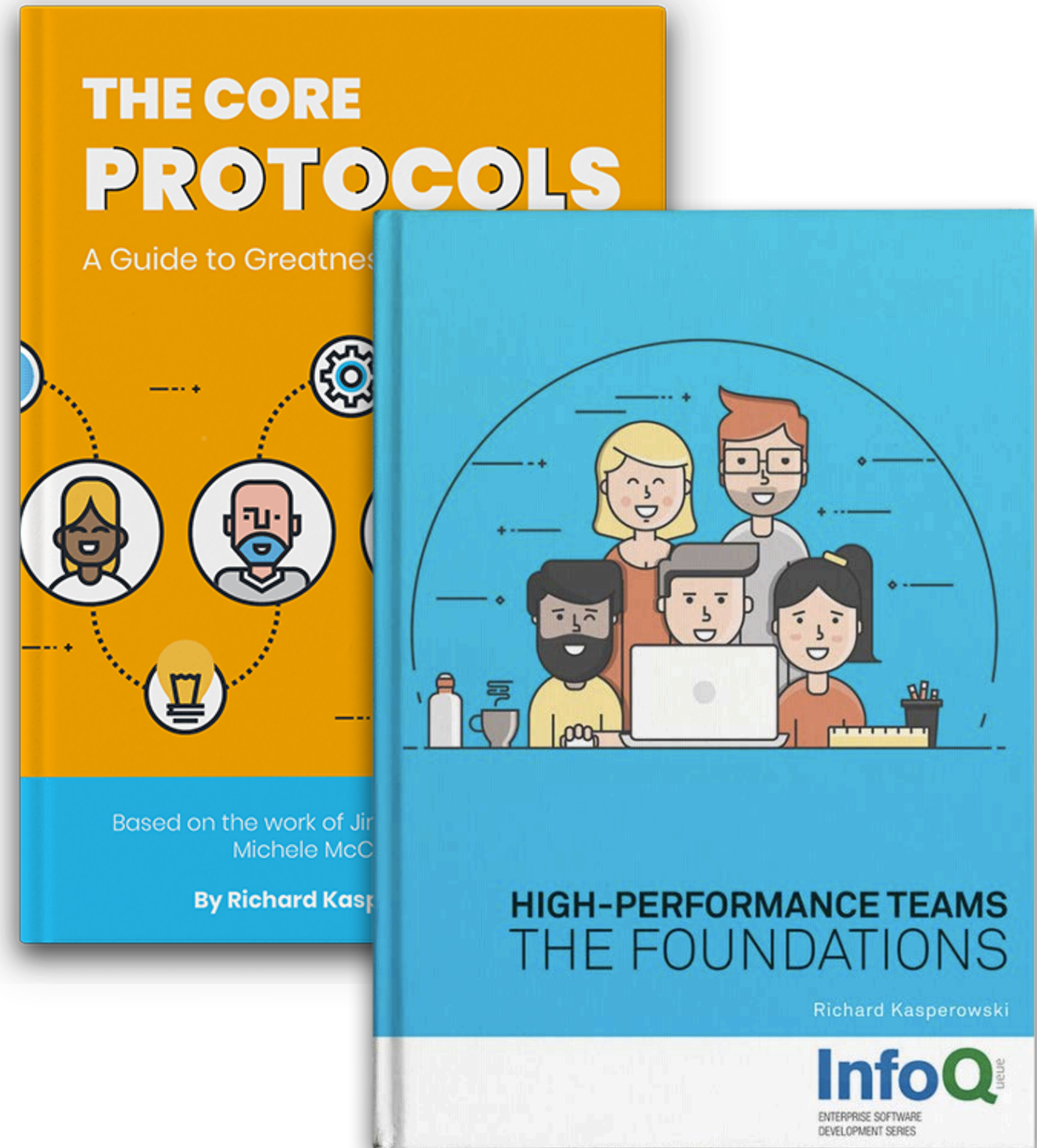
You can have high-
performance teams!

Here's how ...

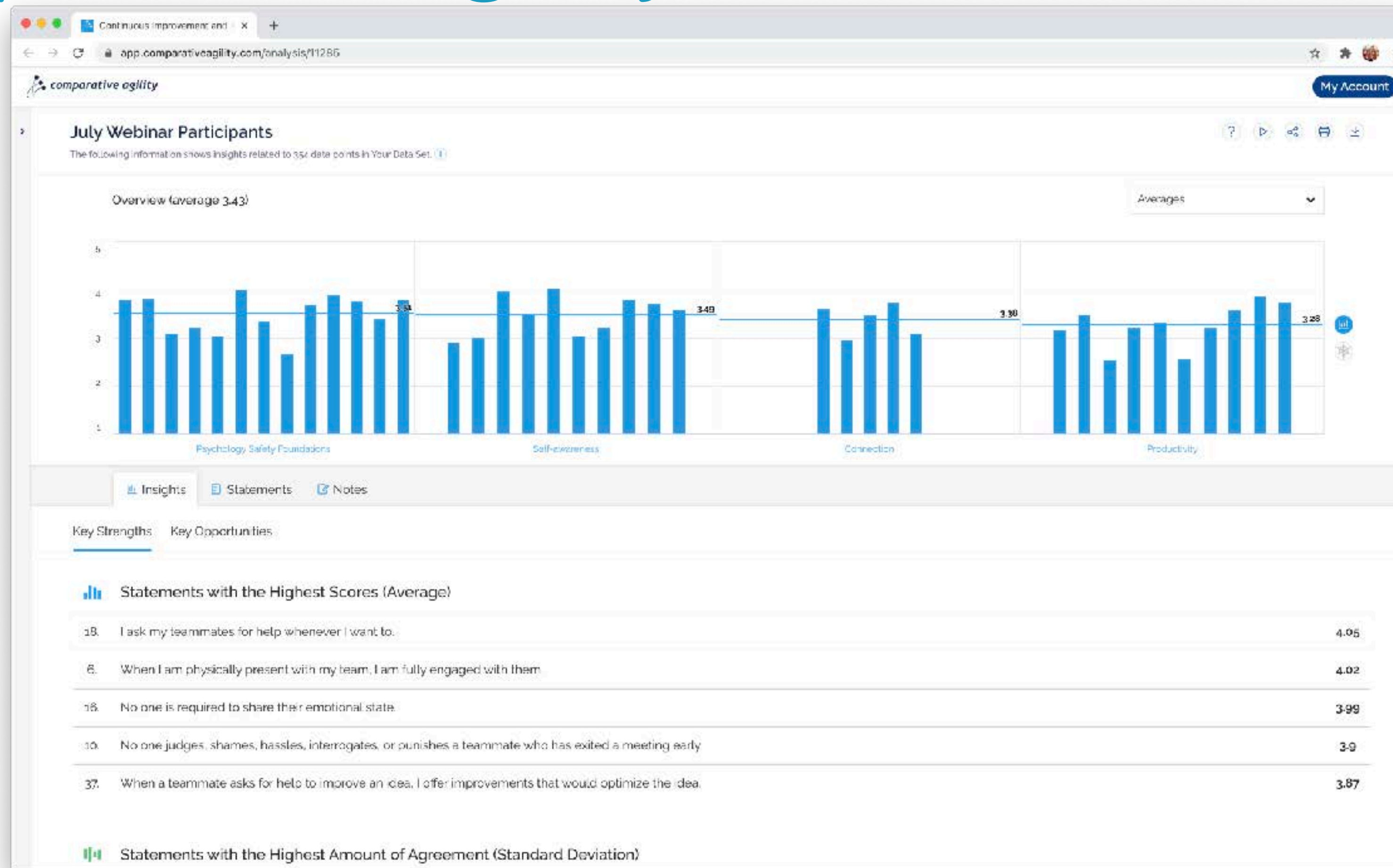


To Learn More

- ✓ Visit kasperowski.com
- ✓ Ask Richard for help
- ✓ Visit thecoreprotocols.org



ComparativeAgility.com



More learning and events

Want to learn and embody these behaviors?

- kasperowski.com
- Respond on feedback form to stay informed

Some of Richard's upcoming classes and events - all online:

- July 18 - Team Transformation Canvas
@ Agile Games Summit
- Aug 6 - Agile Dojo @ Agile New England
- Fall semester - Agile Software Development
@ Harvard University

... or book a private class for your organization.



Will you help me
make this presentation
the best it can be?

Perfection Game



Richard Kasperowski

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- Agile & Scrum Foundations
- Agile Product Owner Skills
- Agile Technical Skills
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