

Building High Performing Teams

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Where service matters.

The dynamics of building a High Performing Team are the same whether it is an athletic team or a work team. Your role: “Build A High Performing Team”.

The operative word is **BUILD.**



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What do High Performing Teams look like?

1. High levels of participation, involvement and ownership
2. Everyone feels a part: camaraderie, ‘esprit de corp’
3. On purpose, they know what the goal is
4. High levels of communication
5. Execute tasks at high levels of performance
6. Recognize, appreciate and utilize the different talents of people
7. Respond quickly



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Principle #1: Placing the Right Players in the Right Positions

Professional teams DRAFT!

College teams RECRUIT!!

The purpose: get the right players in the right position

1. It all starts with people: hiring, orientation, training & COACHING
 - Auditions
 - Multiple Interviews
 - Peer Interviews
2. Service leadership is performance based.



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Principle #2: Have a Game Plan and Execute That Game Plan

There are a lot of different ways to play the game of service

High Performing Teams know and understand how they choose to play the game

1. The beauty of the plan is in *EXECUTION*
2. High Performing Teams Are Excellent In The Execution Of The Fundamentals



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Principle #3: Coach The Intangibles

What do all of these have in common?

- “A Few Good Men” – Marines
- “12th Man” – Texas A & M
- “Mojo Magic” – Permian High School
- “Pyramid of Success” – John Wooden & UCLA

1. High Expectations
2. Team Spirit
3. Belief & Commitment



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Capture their hearts, Capture their heads!!!

When you capture their hearts and their heads, they give you their effort.



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Principle #4: Manage The Experience of Your Service Team

- You manage the experience your customers have with you...
- Great coaches manage the experience their team has when they come to work....

BY DESIGN!



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Principle #5: Coaches Take Responsibility For Their Team

“YOUR TEAM IS A REFLECTION OF YOU!!!”

Walk The Walk!

Talk the Talk!

Practice What You Preach!!!

What you DO, speaks so loudly, I can't hear what
you say!!!!

You have to ‘BE’ what you want to “SEE”!!!!



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Principle #6: Coaching Is A Relationship

Your team needs to see what an appropriate professional work relationship looks like and experience what that relationship feels like.



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