



# 8 Lessons of High Performing Teams

You Take Care of Your Customers. We Take Care of You.



SIMPLIFYING WHAT OTHERS MAKE COMPLEX

# 8 Lessons of High Performing Teams



## Everyone knows their role

Start with being well organised  
Knowing who does what.

## Flow is important

Getting the right flow and using  
The right tools is crucial

## The driver isn't the star

It takes teamwork if success is  
Going to be achieved

## Focus on the right thing at the right time

Only do what is needed and  
Do it really well

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# 8 Lessons of High Performing Teams

- Everyone knows their role.
- Flow is important.
- The driver isn't the star.
- Focus on the right thing at the right time.



## Prioritize very carefully

Be clear about the goal and the best route to get there

## Preparation is key

Keep the 7 P's in mind in order to avoid unnecessary failure

## Know evolution can happen

New technology, changes to culture aid evolution

## Failure hurts

Failure hurts but with contingencies should not kill you

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# Lesson 1: Everyone knows their role



## Control

Everyone knows what is in their control & what isn't



## Dependency

Know what you depend on others for and what they depend on you for



## Contribution

No one is standing around they all know how and what to contribute



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## Lesson 2: Flow is important



Practice until you get it right ?

**No!**

Practice until you can't get it wrong ?





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Control | Contribution | Dependency



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## Lesson 3: The driver isn't the star



It takes Teamwork



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## Lesson 4: Focus on the right thing at the right time



What can you do to improve the process ?





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## Lesson 5: Prioritize very carefully

In a pit stop they:

- Limit what they do to increase speed
- Limit what they do to improve quality
- Limit what they do to develop expertise





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## Lesson 6: Preparation is key

- You need the right tools
- You need the right training
- You need the right communication
- Experiment but fail quickly

British Army Adage:

**Proper planning and preparation prevents  
piss poor performance**



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## Lesson 7: Know evolution can happen



- In 1957 a pit stop took 67 seconds
- In 2020 a pit stop takes less than 2 seconds





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## Lesson 8: Failure Hurts

- **Don't be afraid of failure**
- **Fail > Fix > Finesse**
- **Have contingencies in place**
  - Halo - Safety Cell - Fire Suit
  - Medical Car - Fire Marshalls

