



The Exact Expertise to
Ignite and Sustain Performance™

LSA Global | White Paper



The exact expertise to ignite and sustain performance™

Principles for Effective Teamwork

Effective teamwork can help drive true business results. Here are some key principles.

- Make sure you are clear about where you are going before you decide how you are going to get there (ends before means).
- Establish a set of working norms and enforce them in a clear but low-key way.
- Don't confuse the content with the process (what vs. how).
- Share leadership.
- Begin with the assumption that the others are trustworthy. It's hard to earn trust, but even harder to get it back once you've lost it.
- Clarify roles and responsibilities, but change them from time to time.
- Listen actively to one another.
- Ask for opinions and ideas – don't assume a silent member has nothing to say.
- Encourage diversity of opinion.
- Separate the generation of ideas from decision-making.
- Let other team members know what you need from them.
- Agree on a clear process for making decisions, solving problems, and resolving conflicts BEFORE you have to make a decision, solve a problem or resolve a conflict.
- Make clear agreements and keep them or change them while there is time to find an alternative.
- Always ask for commitment to agreements, deliverables, and obligations and hold one another to those commitments.
- Put agreements in writing and send summaries of agreements to all members.
- Deal directly with any member with whom you have an issue, don't "triangle."
- Support one another; work out differences within the team, speak with one voice outside of it on team decisions.
- Make a commitment to learning from both success and failure as a team.

About LSA Global

Since 1995, LSA has helped organizations create and maintain competitive advantages through people. Over 85% of our business comes from repeat clients and our customer satisfaction rating is 97.5%. Our clients tell us that we are different. Our clients tell us that we save them both time and money. Our clients tell us that they appreciate access to experts across many areas.

Our Leadership and Management clients report that we decrease their costs by up to 50%, while helping increase speed-to-productivity by 60% and decrease unwanted attrition by up to 40%.

Our Sales clients confirm that they have grown sales by 40%, increased units sold by 42%, increased average pricing by 12%, and closed over 50% of their pipeline.



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Our Project Management clients inform us that, by regularly completing projects that meet or exceed expectations, they have become an anomaly in the world where most projects disappoint or fail.

Our clients succeed in the marketplace through increased revenue, decreased costs, and higher productivity. They maintain that our rigorous assessment, implementation, and measurement capabilities bring them tangible results. As an organization, we are fiercely devoted to supporting their success.

