

## performance story



We love working with teams and we particularly love working with teams that are already good and want to be even better. That was certainly the case with the License and Leisure team from Colliers CRE; a really good team, performing well in their sector, but they knew that they could be making more of their individual and collective talents. The team leader was keen to make the whole greater than the sum of the parts.

So, what did they actually do? What difference did elite team make to them? Well, the team focused on connecting more effectively than ever before. By committing to specific behaviours that would improve shared practice across the team, they began to take greater control over their performance. The team knew that if they controlled key practices and held each other accountable as members of the team, then they would get a consistently greater performance.

Uniting around core elements of performance that improved efficiency and professionalism provided the appropriate concepts for the team to focus on and champion. The team learned to focus on improving PROCESS to get greater control over RESULTS.

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Instead of just relying on talent, they wanted to start developing and exploiting talent.

Step forward elite team programme and a great group of willing participants (if not a little sceptical!). The team identified existing strengths that were behind their success. The strengths were built upon by selecting key elite teams habits that would bring greater focus to the team and would unite the team around key areas of performance.

We can't sum it up any better than the team leader.

"We are working significantly better as a team. It is important to note that we were a very good team at the start. Nevertheless I was concerned that we were good in spite of having poor discipline in maintaining procedures and developing junior members. It is in these two areas where we have primarily focused and we are now reaping the rewards."