

## PREDICTING YOUR TEAM PERFORMANCE

WE ASSIST ORGANISATIONS TO STRENGTHEN TEAM CAPABILITIES, COHESIVENESS, AND CONSEQUENT PRODUCTIVITY.

THIS IS ACHIEVED THROUGH TWO COMPLIMENTARY APPROACHES, **SOCIAL CAPITAL**, AND PROVEN **COMMUNITIES OF PRACTICE** TECHNIQUES THAT COMBINE TO LIBERATE YOUR TEAM PERFORMANCE.



**NO MATTER WHAT YOUR BUSINESS,  
PREDICTABLE TEAM PERFORMANCE CAN  
OFFER YOUR WINNING ADVANTAGE**



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## ▶ EFFECTIVE TEAM WORKING

—IN A VIRTUAL WORLD



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# CREATING EFFECTIVE TEAMS IN A VIRTUAL WORLD



## TO OPERATE 'IN THE TODAY' PREDICTING TEAM PERFORMANCE IS CRUCIAL.

AS WORKPLACE FLEXIBILITY BECOMES AN IRRESISTIBLE FORCE—BE IT; ● INCREASING PRESSURE TO REDUCE INFRASTRUCTURE COSTS, ● CHANGING EMPLOYEE ASPIRATIONS, OR ● LEGISLATIVE PRESSURES—FORWARD-LOOKING ORGANISATIONS ARE USING THESE CHALLENGES TO LAUNCH CO-ORDINATED EFFORTS TOWARD FITTER, MORE AGILE AND MORE RESPONSIVE WORKING ENVIRONMENTS.

THESE INITIATIVES INVOLVE RETHINKING THE VERY NATURE OF WORK AND FREQUENTLY LEAD TO AN INCREASINGLY DISTRIBUTED WORKFORCE.

CONSEQUENTLY, A THOROUGH UNDERSTANDING OF TEAM DYNAMICS AND ESPECIALLY VIRTUAL TEAMING IS CRITICAL TO MAINTAIN ORGANISATIONAL EFFECTIVENESS.

## COMPANIES DON'T REALLY CARE ABOUT TEAMS! THEY DO, HOWEVER, CARE A GREAT DEAL ABOUT WHAT TEAMS PRODUCE

TEAMING IS EQUALLY AN ISSUE FOR INDIVIDUALS AS FOR THOSE TRYING TO GET MORE OUT OF THEIR WORKFORCE. BY UNDERSTANDING THE ADVANTAGES AND DISADVANTAGES OF VIRTUAL TEAMS AND IDENTIFYING DESIRED TEAM OUTCOMES, ORGANISATIONS CAN STRENGTHEN SELECTED CAPABILITIES TO BUILD MORE COHESIVE AND PRODUCTIVE VIRTUAL TEAMS.

THE GOAL OF OPTIMISING VIRTUAL TEAMS IS TO DISCOVER AND ADOPT METHODS, TOOLS, AND PRACTICES THAT SUPPORT THE PREDICTABLE OUTCOMES NEEDED FROM THE TEAM.



## TWO PROVEN TECHNIQUES TO LIBERATE PERFORMANCE

WE OFFER TWO COMPLIMENTARY APPROACHES TO LIBERATING HIGH PERFORMING TEAMS.

### SOCIAL CAPITAL

START BY CLARIFYING WHAT A TEAM IS! A GROUP OF PEOPLE WITH COMMON INTERESTS AND AT LEAST ONE COMMON GOAL. ACROSS ANY TEAM, THERE EXISTS CHALLENGES SOCIAL CAPITAL—DEFINED AS "WHO BUSINESS PEOPLE KNOW", AND THE INCLINATIONS CONVENTION THAT ARISE FROM THESE NETWORKS TO DO THINGS FOR EACH OTHER ("NORMS OF RECIPROCITY"). TEAMS DEPEND ON REAL COLLABORATION, ALONG WITH THE ETHICS OF SHARING WORK, TRUST AND RESPONSIBILITIES.

OTHER GROUPS, WITHOUT OBVIOUS CHARACTERISTICS, MAY ALSO BE DESCRIBED AS TEAMS (TASK FORCES, WORKGROUPS, FORMAL

DEPARTMENTS, ET AL)—AND, SOMETIMES THEY REALLY ARE!

FREQUENTLY HOWEVER, THESE GROUPS ARE MORE LIKE A GEARBOX, WHERE SOMEONE HAS PUT TOGETHER A SET OF SKILLS AND JUST EXPECTS IT THEREAFTER TO PRODUCE MORE THAN THE SUM OF ITS PARTS. LUCKILY, PEOPLE HAVE A NATURAL TENDENCY TO WORK SOCIALLY AND TEAM, CONSEQUENTLY THEY CAN OVERCOME SOME OF THE LIMITS OF EXPECTATION.

OUR SOCIAL CAPITAL PROVIDES A STRUCTURED APPROACH FOR PREDICTABLE PERFORMANCE.

### COMMUNITIES OF PRACTICE

AT JBA, WE BELIEVE LUCK HAS NO ROLE IN TODAY'S WORKPLACE—HENCE WE'VE DEVELOPED ROBUST, SCALABLE AND REPEATABLE TOOLS TO CREATE SUSTAINABLE COMMUNITIES OF PRACTICE. 'COMMUNITIES' CREATE INFORMAL GROUPS OF INDIVIDUALS WHO HAVE A COMMON PROFESSIONAL FOCUS, PRACTICE OR INTEREST. COMMUNITIES;-

- COME TOGETHER VOLUNTARILY FOR A SHARED PURPOSE.
- HAVE MEMBERS THAT IDENTIFY THEMSELVES AS PART OF THE COMMUNITY.
- REPEATEDLY ENGAGE IN ACTIVITIES WITH OTHER MEMBERS.
- HAVE INTERACTIONS THAT LAST FOR AN INDETERMINATE PERIOD OF TIME.

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