

---

**ROSA**

# **Leading High Performing Teams**

**18 June 2025**

**Ngozi Lyn Cole**

**[ngozilyn@lyncole.org.uk](mailto:ngozilyn@lyncole.org.uk)**

**<https://www.lyncole.org.uk/>**

**[www.linkedin.com/in/ngozilyncole](http://www.linkedin.com/in/ngozilyncole)**

## OBJECTIVES

To discuss how to develop and lead high-performing teams.



# PLAN FOR TODAY

---

Welcome, polls and ground rules

---

High performing teams - theory

---

Discussion – what are you adding to your existing leadership practice or what are you sharing with others?

---

Personal commitment

---

Check out and close

---



# CHECK IN

# CHECK IN

1. Your name and your organisation
2. Share one thing personal or professional that we can celebrate with you.



- 1. How long have you been in a leadership role?**
- 2. What leadership role do you hold?**
- 3. How confident do you feel as a leader?**



# BREAKOUT ROOM 1

Why might some leaders not feel confident in their role?

- Discuss in your group
- Share the time so that everyone gets to speak
- Agree who will briefly feedback your top 2 points via Chat when we come back





bridgebetween.com

# GROUND RULES

All voices count –  
use yours

Confidentiality

Non-judgemental

Mutual respect

Anything to add or  
remove?

# LEADERSHIP



For any questions you wish to pose anonymously, use the QR code or this link to join Menti

When prompted add the code **1476 1643**

<https://www.menti.com/alp3tqkpy2xg>

# WHAT IF WE CHANGED THE STORY: MARGARET VERSTEDEN – VAN DUIJN



# LEADERSHIP

‘Great leaders move us. They ignite our passion and inspire the best in us. When we try to explain why they are so effective, we speak of strategy, vision, or powerful ideas. But the reality is much more primal: Great leadership works through the emotions.’

Daniel Goleman



# LEADERSHIP



# YOUR ORGANISATION



# PEOPLE

## Culture

Create a positive, 'can-do' culture.

## Emotional intelligence

## Mentoring/coaching

## 'Chimp Paradox'

Manage your own and those of others

## Communication

Openly and honestly  
- active listening

## How?

Be present, visible, available, and clear on expectations

# YOURSELF

Leadership  
Style

Your own  
wellbeing

Personal  
Development

Emotional  
Intelligence

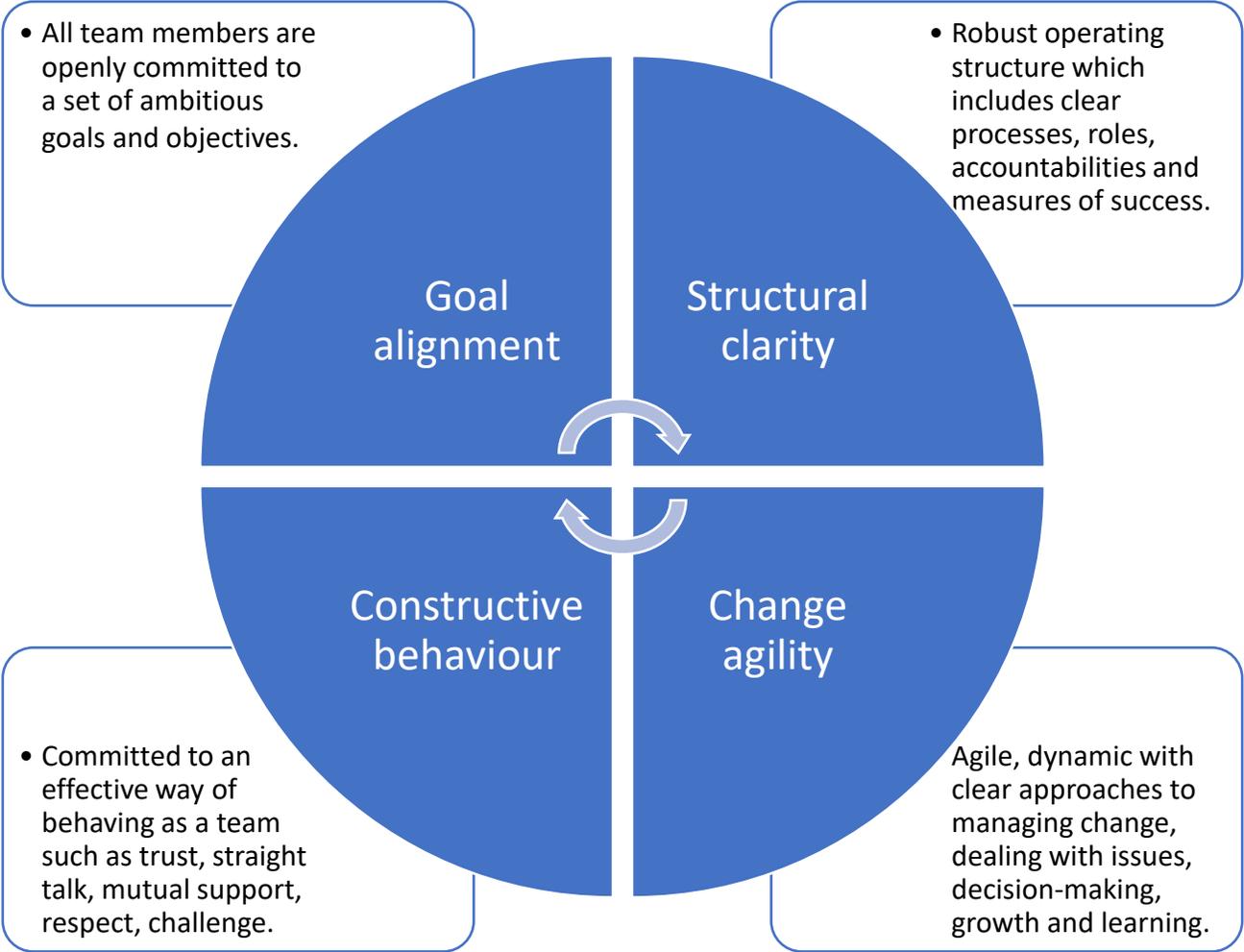
The Chimp  
Paradox

Impostor  
Syndrome

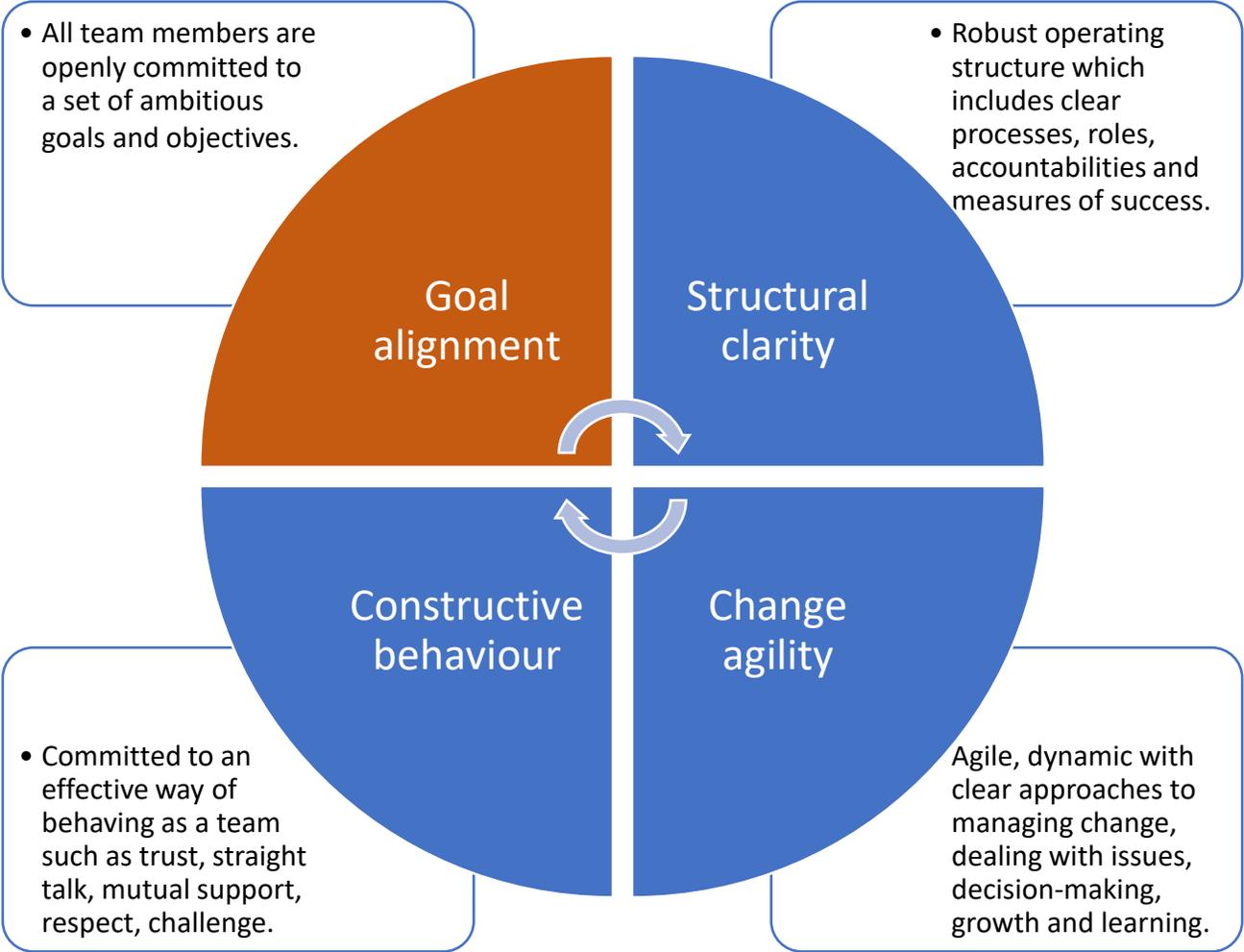
Resilience  
and Burn out

# HIGH PERFORMING TEAMS

# HIGH PERFORMING TEAMS – TRINA LEWIS



# HIGH PERFORMING TEAMS – TRINA LEWIS

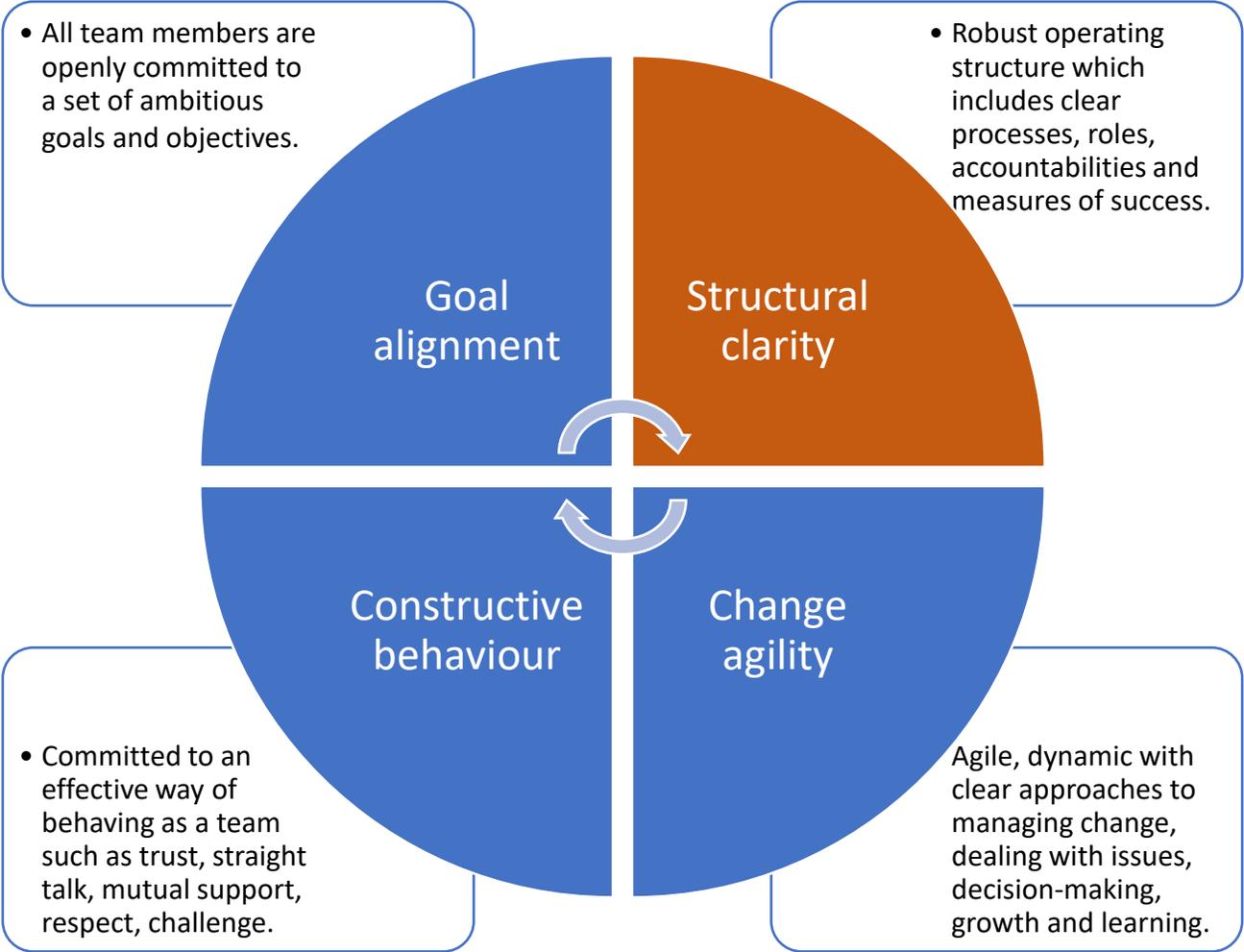


# GOAL ALIGNMENT

- Review your vision, mission and values if not done recently
- Live them yourself
- Ensure they are visible, clear and embedded across all your work
- Ensure clear buy in and commitment from everyone – no exceptions!
- Clear strategic plan and individual objectives with clarity on what success looks like

*What actions might you need to take in your organisation to ensure strong goal alignment?*

# HIGH PERFORMING TEAMS – TRINA LEWIS

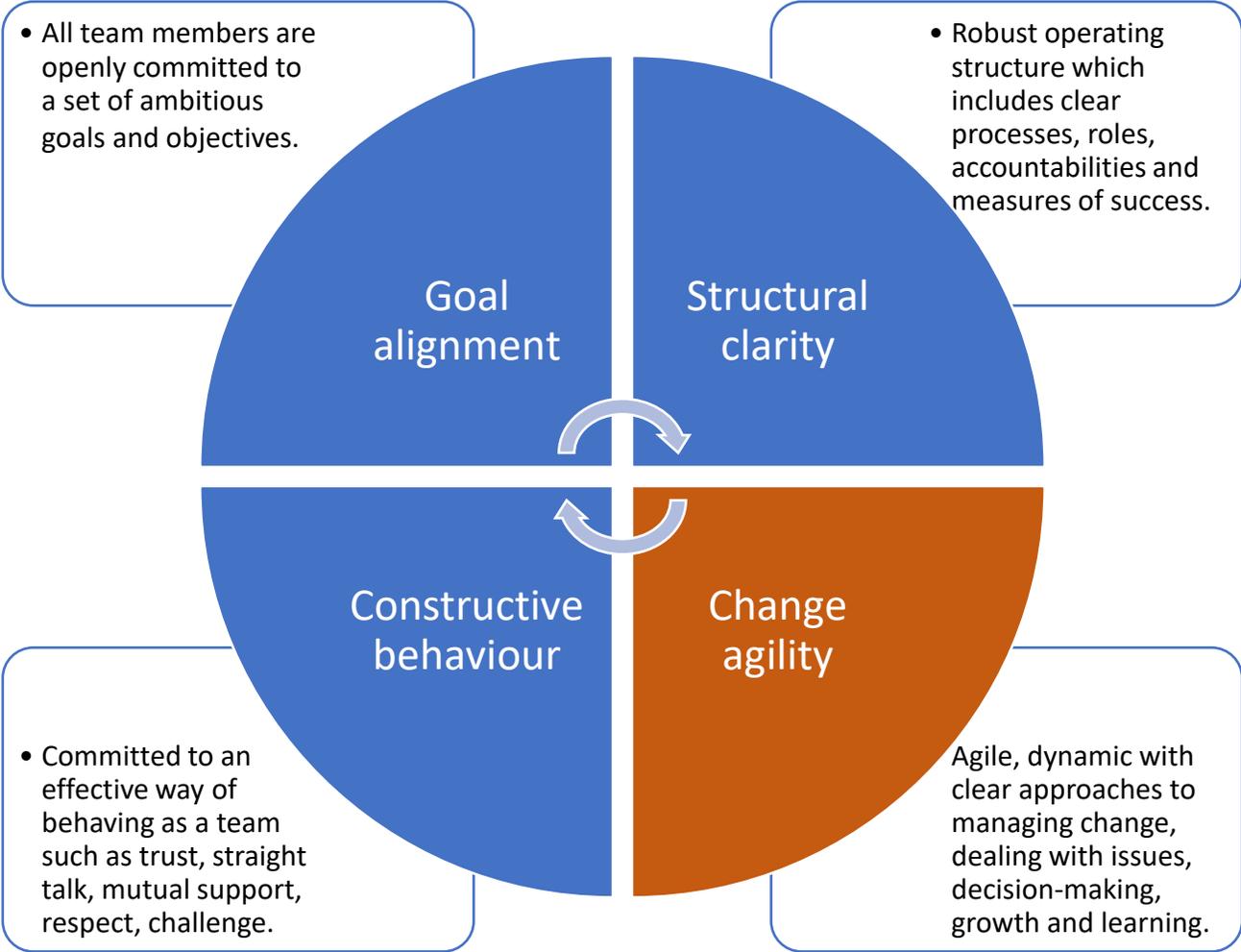


# STRUCTURAL CLARITY

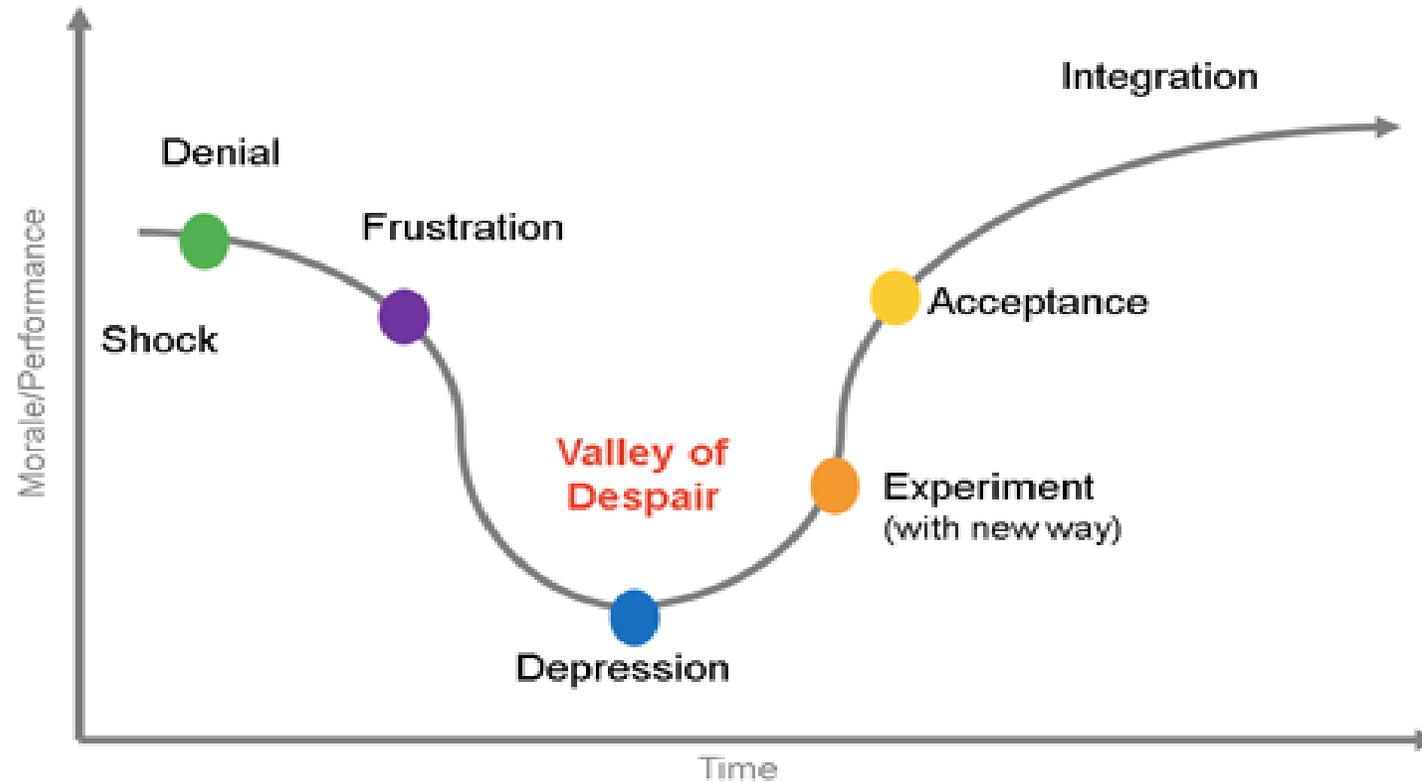
- Is your structure clearly aligned to your mission, vision, values and strategic objectives?
- Are all roles and responsibilities clear? Do they fit together?
- Does everyone understand their accountabilities? Is duplication avoided where possible? Think RACI.
- Do managers/leaders understand their roles, and practise inclusive leadership?
- Is everyone clear what success looks like?

*What actions might you need to take in your organisation to ensure strong structural clarity?*

# HIGH PERFORMING TEAMS – TRINA LEWIS



# CHANGE AGILITY – KUBLER ROSS CURVE



Create Alignment

Maximize Communication

Spark Motivation

Develop Capability

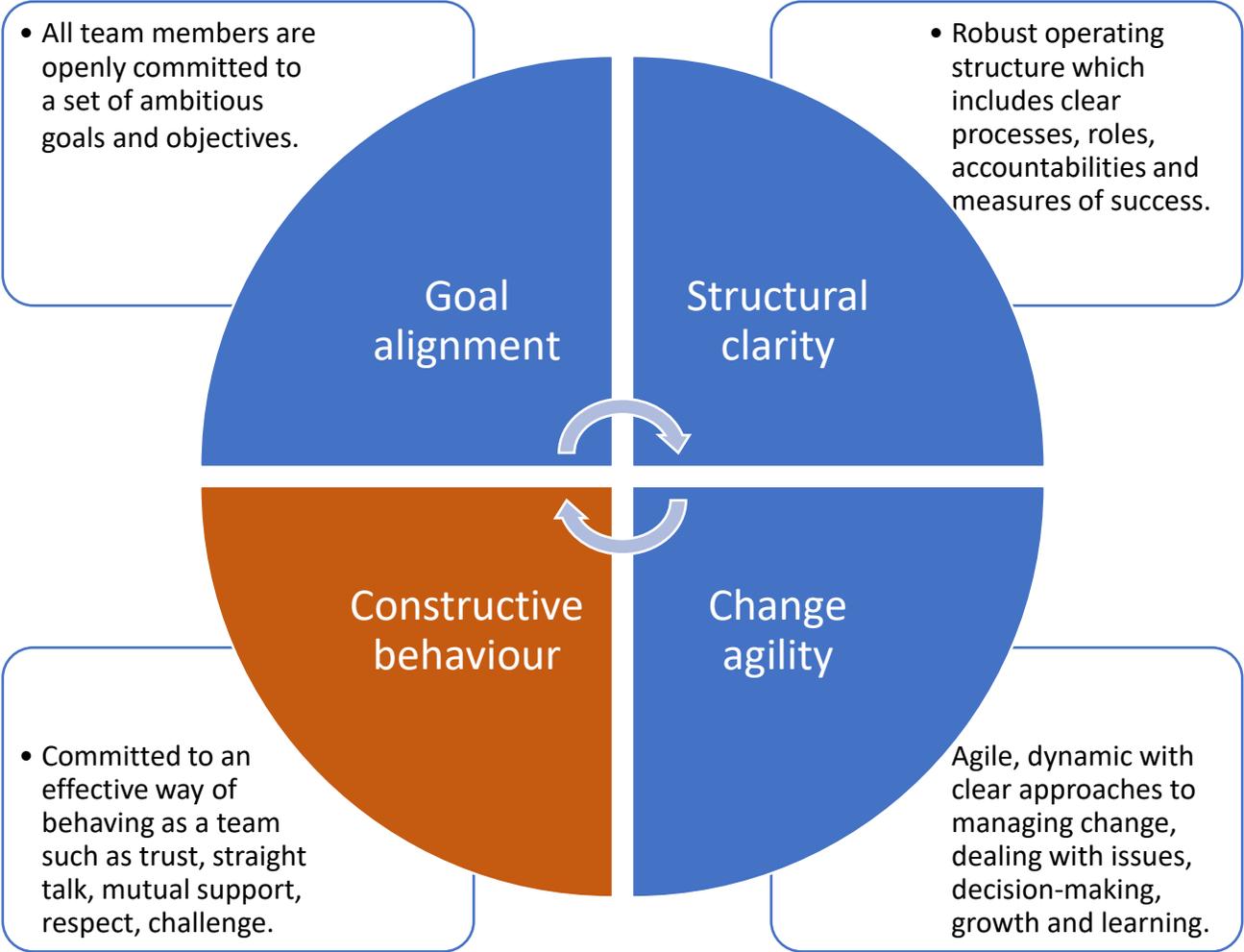
Share Knowledge

# CHANGE AGILITY

- How does your organisation respond to the ever-changing environment in which we live?
- How do you deal with problems when they arise?
- How are decisions made, recorded and communicated?
- What focus is given to personal and collective learning and development?
- What's on your risk register and how do you manage it?

*What actions might you need to take in your organisation to ensure strong change agility?*

# HIGH PERFORMING TEAMS – TRINA LEWIS



# CONSTRUCTIVE BEHAVIOURS

- What behaviours do you expect from your team? Are they clear? Do they know?
- Does everyone know which behaviours are unacceptable?
- How are these challenged when they occur?
- How would you describe the positive behaviours that are in place/that you want to see in place?
- Do these behaviours link to your mission, vision and values?

*What actions might you need to take in your organisation to ensure constructive behaviours are the norm?*

# CONSTRUCTIVE BEHAVIOURS

The single most untapped competitive advantage is teamwork.



To gain this advantage, teams must:

- ▲ **Trust One Another**  
When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.
- ▲ Engage in **Conflict** Around Ideas  
When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.
- ▲ **Commit** to Decisions  
When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.
- ▲ Hold One Another **Accountable**  
When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.
- ▲ Focus on Achieving Collective **Results**  
The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

## BREAKOUT ROOM 2

What 2 points are you adding to your leadership toolkit OR what existing practice are you sharing with others?

- Discuss in your group
- Share the time so that everyone gets to speak
- Agree who will briefly feedback your top 2 points when we come back





bridgebetween.com

**How confident do you now  
feel as a leader?**



## CHECK OUT VIA CHAT

Share something you're really looking forward to – personal or professional



# Ngozi Lyn Cole

## CONSULTANCY

---

# GOLEMAN'S LEADERSHIP STYLES

<b>Visionary</b>	Motivates people towards a vision	'Come with me'	Self-confidence, empathy, change catalyst
<b>Coaching</b>	Develops people for the future	'Have you considered?'	Developing others, self-awareness, empathy
<b>Affiliative</b>	Creates harmony and builds emotional bonds	'People come first'	Empathy, building relationships, communication
<b>Democratic</b>	Forges consensus through participation	'What do you think?'	Collaboration, team leadership, communication
<b>Pacesetting</b>	Sets high standards for performance	'Do as I do now'	Conscientiousness, drive to achieve, initiative
<b>Commanding</b>	Demands immediate compliance	'Do what I tell you'	Drive to achieve, initiative, self-control

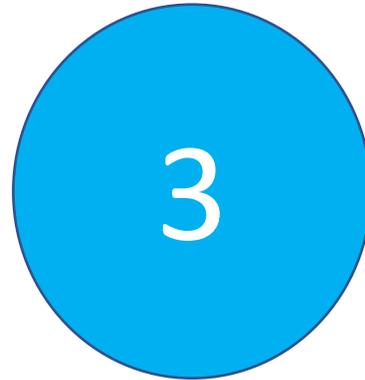
# GOLEMAN: COMPONENTS OF EMOTIONAL INTELLIGENCE



Self  
awareness



Self  
regulation



Motivation



Empathy



Social Skill