



# KEEP THE **HIVE** **ALIVE**

*Building High Performing Teams  
Through Personal Accountability*



Grace Hill®



THE QUADRILLION

What you do today is  
**IMPORTANT** because  
you are exchanging  
A DAY OF  
YOUR LIFE  
for it!



# AREAS OF EXPLORATION

- Identify four key performance indicators of high performing teams (HPTs)
- Utilize an Accountability Model to Increase Performance
- Incorporate “scaffolding” to build trust, foster growth and drive results
- Foster an “above the line” culture of trust and accountability





# THE WAGGLE DANCE

(Communication & Knowledge Sharing)



Bees perform a "waggle dance" to communicate the location of food sources to the hive.



This is a great metaphor for clear communication in the workplace—when employees share knowledge effectively, everyone benefits.



Encourage open channels of communication in teams to boost engagement and effectiveness.

# ROLE SPECIALIZATION

1. Within a hive, different bees take on specialized roles: foragers, nurse bees, guards, and the queen.
2. Everyone in the hive has a role that contributes to overall success.
3. In the workplace, recognizing and utilizing employees' strengths increases job satisfaction and engagement.



# COLLABORATION & TEAMWORK (Hive Mentality)

- Bees work together seamlessly, focusing on collective success rather than individual gain.
- Strong workplace cultures emphasize teamwork and shared goals rather than siloed work.
- Fostering a team-oriented environment can lead to higher employee engagement.



# PURPOSE-DRIVEN WORK (Intrinsic Motivation)

- Every bee has a purpose within the hive, which keeps the colony thriving.
- Employees who find meaning in their work tend to be more engaged.
- Organizations should help employees see how their work contributes to the bigger picture.





# **CONTINUOUS FEEDBACK (Real-time Adjustment)**

- Bees are constantly adjusting their behaviors based on environmental changes and hive needs.
- In the workplace, ongoing feedback and adaptability lead to a more engaged and productive team.



**It's easier to  
attract  
greatness  
with honey  
than vinegar.**



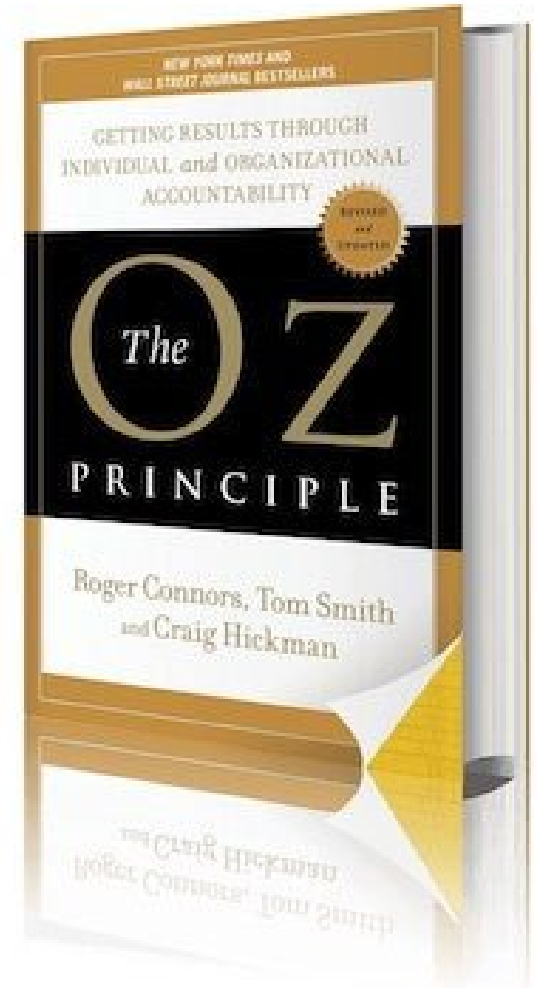
# Ways to ELEVATE

- Train Everyone at Every Level
- Coach Accountability
- Asking Above the Line Questions
- Reward Accountability
- Hold People Accountable

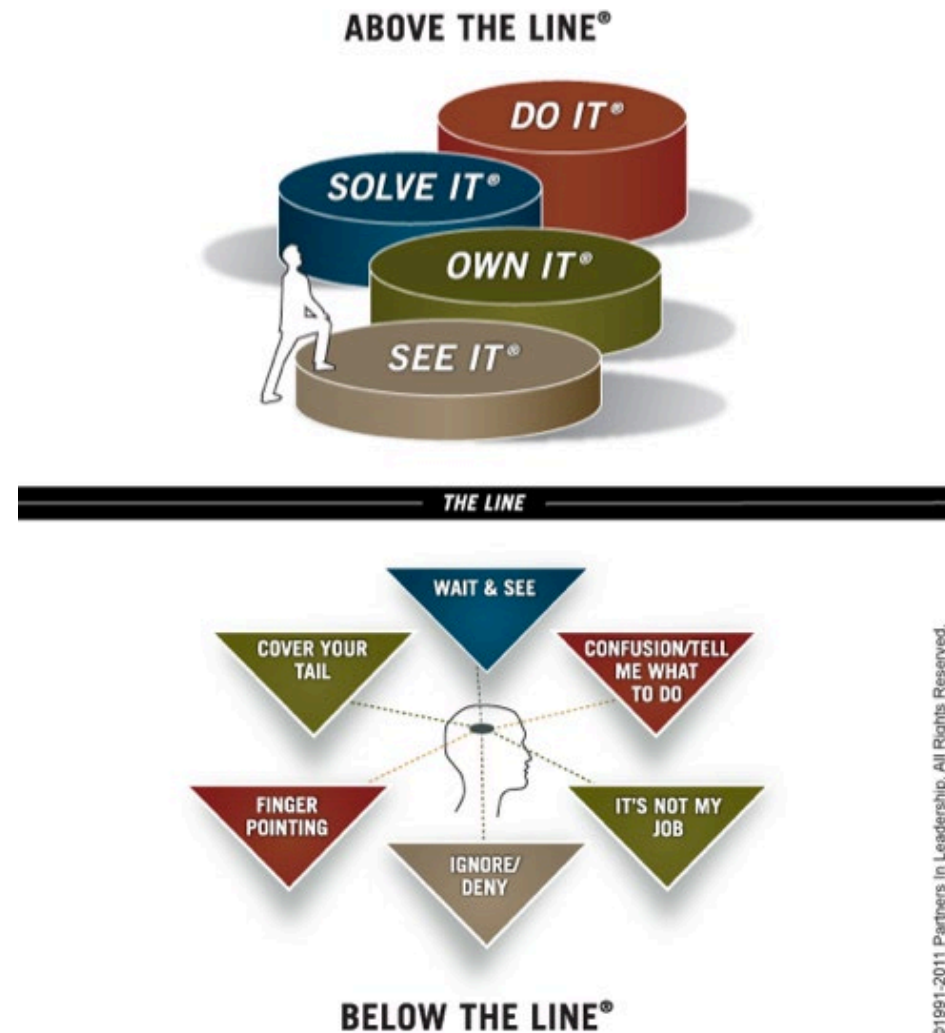


Accountability: *“A personal choice to rise above one’s circumstances and demonstrate the ownership necessary for achieving desired results –  
To See It, Own It, Solve It, and Do It.”*

Page 47 – The Oz Principle



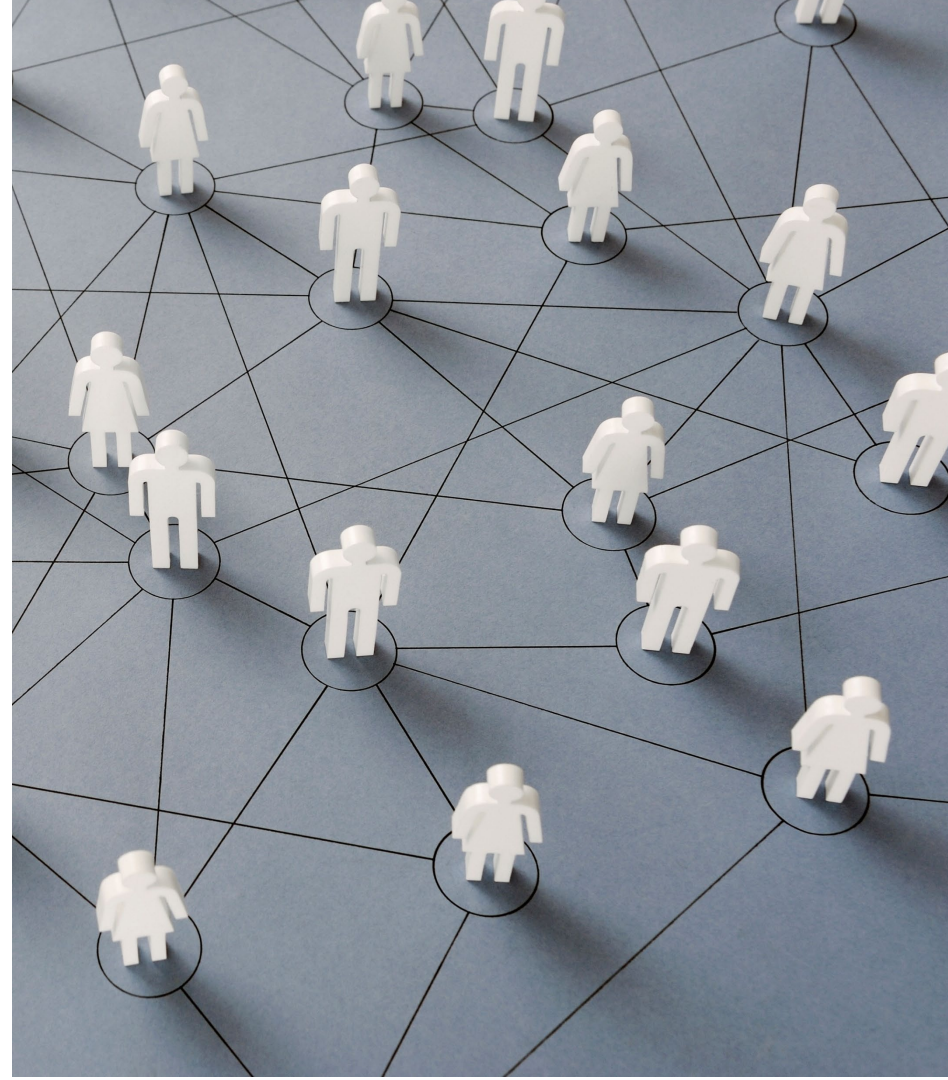
The Oz Principle's definition of accountability emphasizes the fact that accountability works best when people share **OWNERSHIP** for circumstances and results.





# I VS. I

- **Independence** is the paradigm of **I** – I can do it; I am responsible; I am self-reliant; I can choose.
- **Interdependence** is the paradigm of **we** – we can do it; we can cooperate; we can combine our talents and abilities and create something together.



# CORNERSTONES OF COACHING



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To build a strong team, you must see someone else's strength as a complement to your weakness and not a threat to your position or authority.

-Christine Cain-







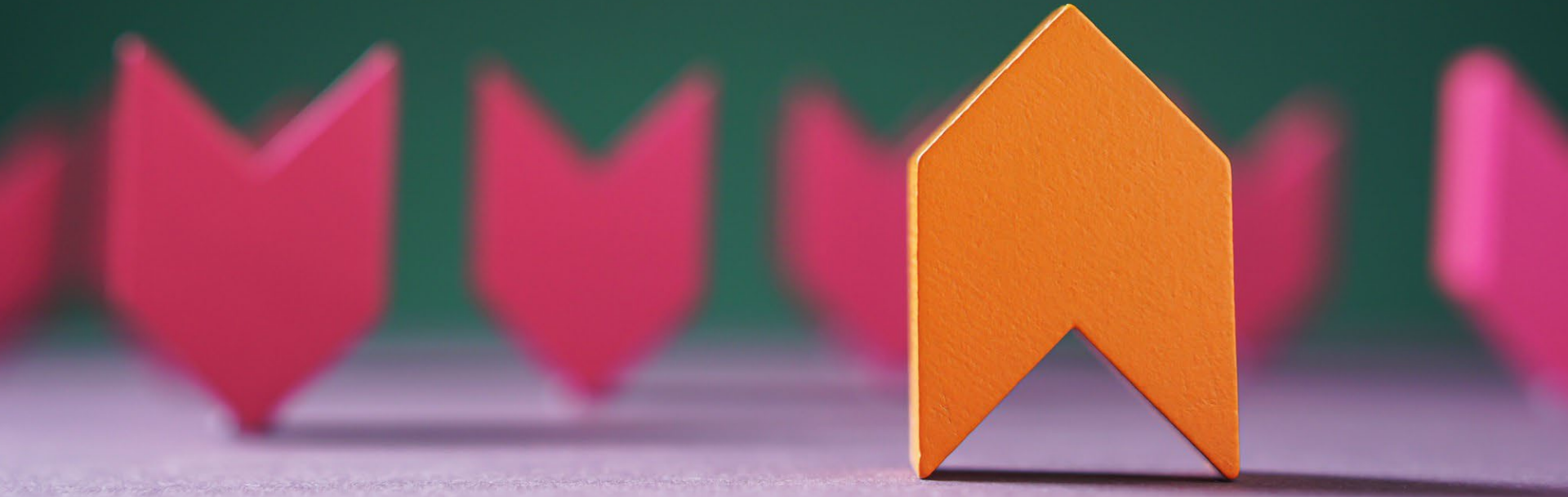
**BUSINESS ISN'T HARD,  
WHAT'S HARD IS  
RELATIONSHIPS**





There is a difference  
between a group of  
people who work  
together and a group  
of people who trust  
each other.

No matter how brilliant your mind or strategy, if you're playing a solo game, you'll always lose out to a team.



***“Trust is the glue of life. It’s the most essential ingredient in effective communication.***

***It’s the foundational principle that holds all relationships.”***

**– Stephen Covey**



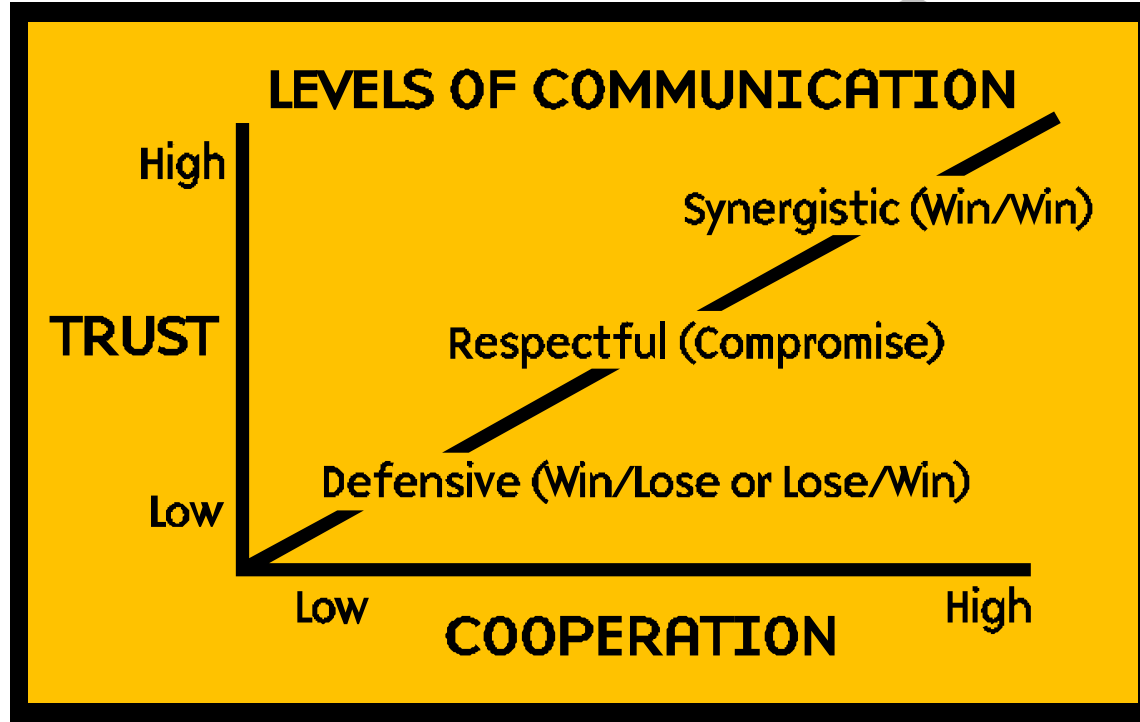




HOW DO WE BUILD TRUSTING TEAMS?



# LEVELS OF TRUST AND COOPERATION



# READING THE GAUGES

Look at your:



Income



Satisfaction



Renewals



Referrals

# WHAT ARE HIGH PERFORMANCE TEAMS?



**High  
Achievement  
(RESULTS)**

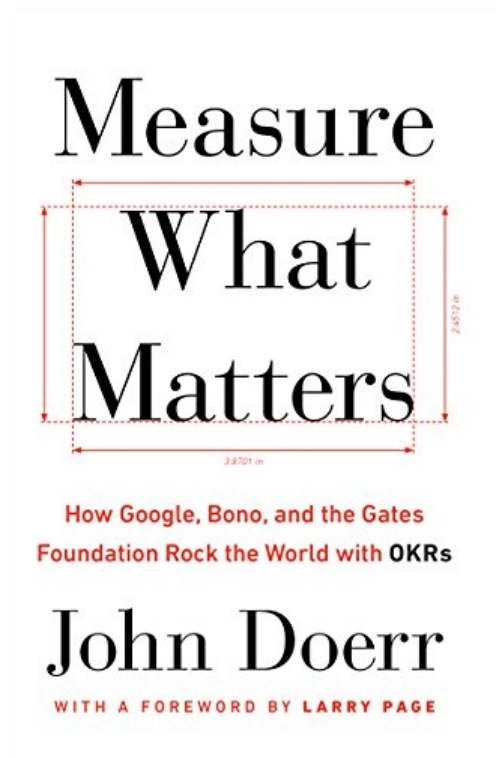


**High  
Engagement  
(SUPPORT)**



**High  
Performing  
Teams**

# EVALUATING TEAMS



## My Team:

|   | <u>Needs<br/>Improvement</u> | <u>Meets<br/>Expectations</u> | <u>Exceeds<br/>Expectations</u> |
|---|------------------------------|-------------------------------|---------------------------------|
| Has a strong sense of direction and purpose             | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Has clear milestones to gauge achievements              | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Defines what innovation is needed in wider organization | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Defines how the organization can implement innovation   | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Works flexibly in order to meet demand                  | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Demonstrates a sense of camaraderie and togetherness    | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Communicates frequently (daily or weekly)               | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |
| Keeps commitments; does what it says it's going to do   | <input type="checkbox"/>     | <input type="checkbox"/>      | <input type="checkbox"/>        |



# HIGH PERFORMING TEAMS

## The Four KPIs of Success

### High Achievement

- KPI 1.** They have a common vision and clear actions
- KPI 2.** There is clear accountability and performance reporting systems

### High Engagement

- KPI 3.** They leverage diversity and lead by example
- KPI 4.** They support each other's work/life goals



# CONTINUOUS PERFORMANCE MANAGEMENT & THE IMPORTANCE OF CULTURE

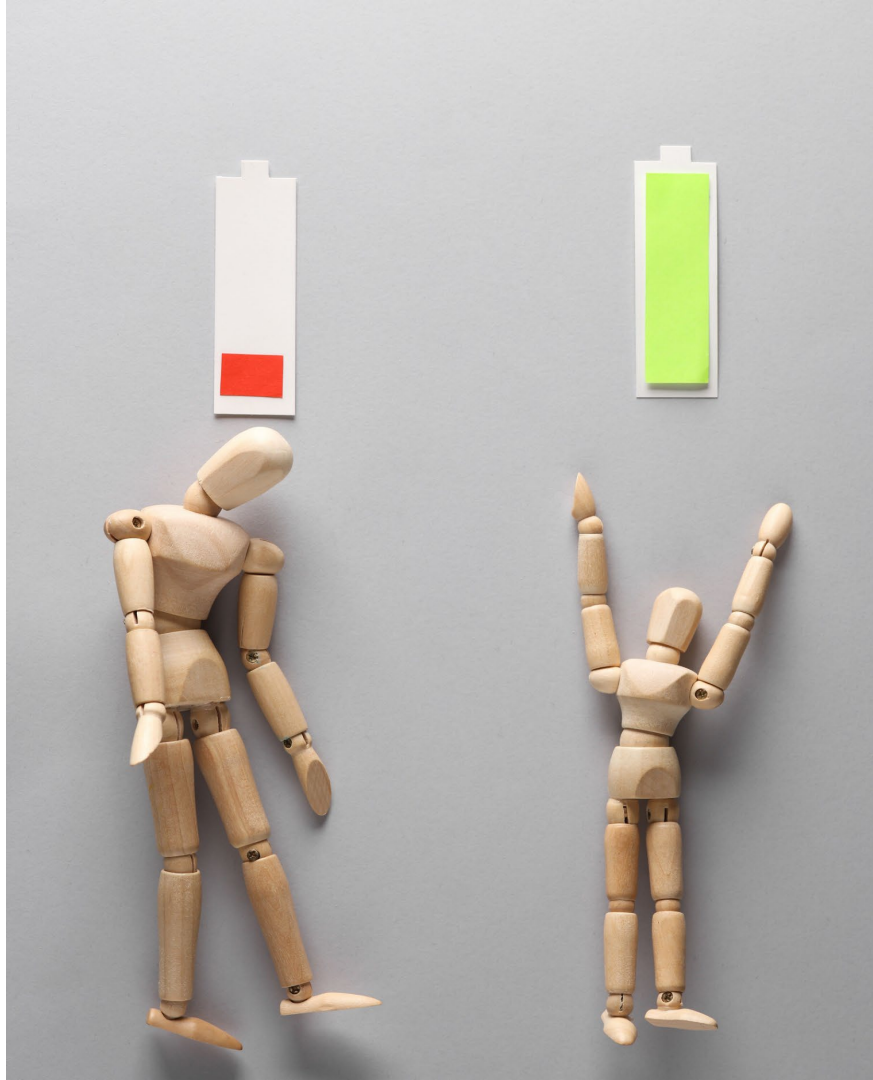
1. Focus and Commit to Priorities
2. Align and Connect for Teamwork
3. Track for Accountability
4. Stretch for Amazing



Look for the ROI  
(return on investment).

Look for the ROE  
(return on energy).

Energy is the most  
important commodity.



# ENGAGEMENT DEFINED

*“An employee putting forth extra discretionary effort, as well as the employee being loyal and remaining with the organization over the long haul.” -(Clifton)*



# 12 ELEMENTS OF ENGAGEMENT

1. "I know what is expected of me at work."
2. "I have the materials and equipment I need to do my work right."
3. "At work, I have the opportunity to do what I do best every day."
4. "In the last seven days, I have received recognition or praise for doing good work."
5. "My supervisor, or someone at work, seems to care about me as a person."
6. "There is someone at work who encourages my development."



# 12 ELEMENTS OF ENGAGEMENT

7. "At work, my opinion counts."
8. "The mission or purpose of my company makes me feel my job is important."
9. "My associates or fellow employees are committed to doing quality work."
10. "I have a best friend at work."
11. "In the last six months, someone at work has talked to me about my progress."
12. "This last year, I have had opportunities at work to learn and grow."





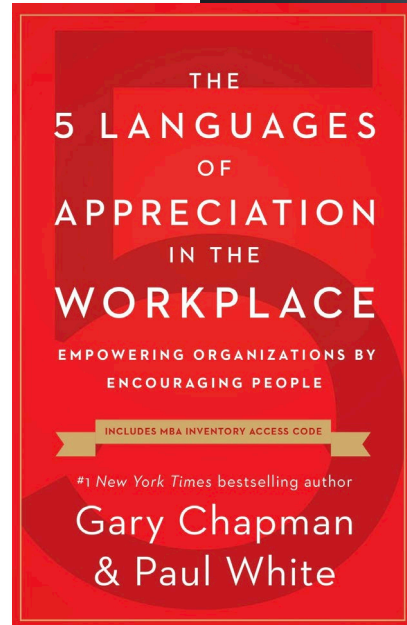
# SIX CULTURE-CREATING (HIVE) PRACTICES

1. Use Trigger Words
2. Tell Inspiring Stories
3. Manage by Walking Around
4. Use the Framework:  
    See It. Own It. Solve It. Do it.
5. Create Role Models
6. Create Above the Line Experiences



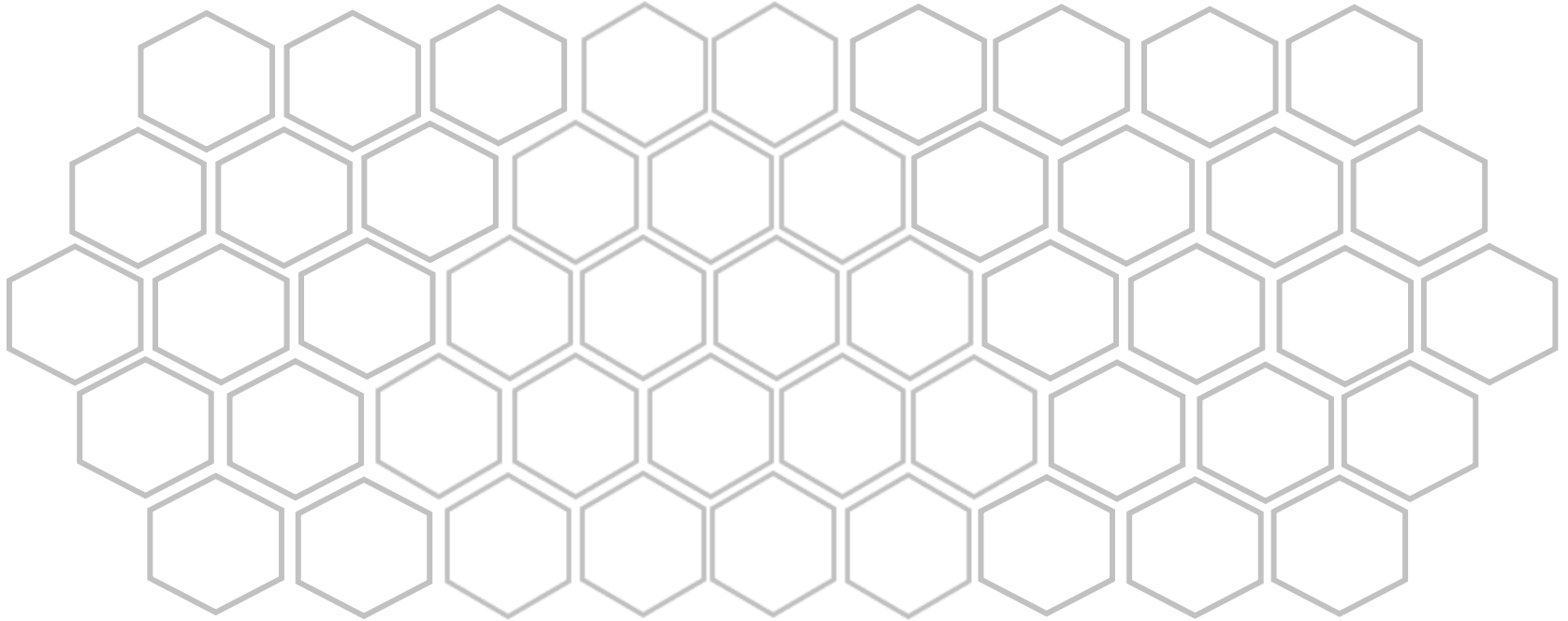
# THE FIVE LANGUAGES OF APPRECIATION

1. Words of Affirmation
2. Quality Time
3. Acts of Service
4. Tangible Gifts
5. Physical Touch



## ACTIVITY

Think about the strengths of your team members. Write their names and a major strength.





## BOTTOM LINE:

Great teams are made when every single member knows where they're going. Great teams are not created with incentives, procedures, and perks.

They are created by hiring talented people and want nothing more than to tackle a challenge and do meaningful work!

# HIVE

- Hire top tier talent.
- Invest in their development.
- Value diversity.
- Encourage everyone.





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“I’VE LEARNED THAT  
PEOPLE WILL FORGET  
WHAT YOU SAID,  
PEOPLE WILL FORGET  
WHAT YOU DID, BUT  
PEOPLE WILL NEVER  
FORGET HOW YOU  
MADE THEM FEEL.”

-Maya Angelou







# THANK YOU!

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