

Building a Championship Credit Team & Staying at the Top of Your Game



by DeLinda Goodman

B u i l d i n g a C h a m p i o n s h i p C r e d i t T e a m

“The Coach”

“The secret to success is good leadership, and good leadership is all about making the lives of your team members or workers better” – Tony Dungy





Train Your Coaching Staff

Provide Resources and Training

- Attend NACM Credit Congress
- Participate in Industry Groups
- Be a member of CFDD
- Repetition – Repetition - Repetition



Effective Leadership is Key to a Successful Team

- Successful Teams have Great Leaders
- Leadership is the Foundation of Every Great Success Story and Leaves a Gaping Hole When It's Lacking
- It is Not Something You Are Born With, But Something You Develop

“Handling people is the most important thing you can do as a coach” – Lou Holtz

- Focus on Improving Your Communication Skills
- Actively Listening to Your Team
- Building Trust With Colleagues
- Delegating Tasks Effectively
- Making Informed Decisions
- Managing Conflict
- Seeking Opportunities to Lead Projects or Teams
- Learning from Established Leaders Through Observing Their Behaviors





Master Team Dynamics

- Drive Performance and Team Success
- Analytics Can be Helpful
- Foster Self-Awareness in Members

Success is No Accident. It is Hard Work, Perseverance, Learning, Studying, Sacrifice, and Most of All, Love of What You Are Doing or Learning To Do
- Pele

“The Team”

Whether a Sports Team or our Credit Teams, We Want the Best Players!

- Recruiting
 - The Top Teams Make Big Investments
 - Salary and Benefits Package Can “Even the Playing Field”
- Invest in Relationships
 - Phenomenal Coach-Team Members Relationships
 - Strong Bonds Between Team Members





Continuous Team Building

Foster team member connections

Visualize Team-Building as a

Continuous Process

Team Member Celebrations

Birthdays – Work Anniversaries –

Significant Accomplishments –

Life Events

“You don’t win with X’s and O’s. What you win with is People” – Joe Gibbs, after winning the Super Bowl

"The Team"

Team Member Awareness

- Know Yourself, Your Strengths, Your Strategies, & Your Motives
- Athletes/Team Members Who Know Themselves Best Know How To Consistently Create Their Best – On Demand
- Helps to Divide Responsibilities
- Recognize and Leverage the Unique Strengths and Talents Within Your Team
- Coordination Within the Team is Vital for Team Success and Effectiveness
- Create a Team Handbook That Sets Clear Expectations

“Know Your Job – Do Your Job” - Bill Belichick





Build a Strong Team Off the Field

Include Other Internal Players

Cooperation and Collaboration Increases Team Effectiveness

Create a Culture of Mutual Support

Ensure Everyone Works Harmoniously

Allows Navigation of Complex Tasks

Achieve Company Goals More Easily – And Quicker!

The Engine That Pushes the Team Forward

Increases Consistency

Create a Culture of Trust

1

Vulnerability

Create opportunities for openness.

2

Collaboration

Encourage regular teamwork.

3

Communication

Promote clear, open dialogue.

4

Collective Thinking

Harness combined intelligence.



Conditions for Peak Performance

1

Workspace

Optimize the physical environment.

2

Technology

Ensure access to advanced analytics.

3

Work-Life Balance

Promote employee well-being.

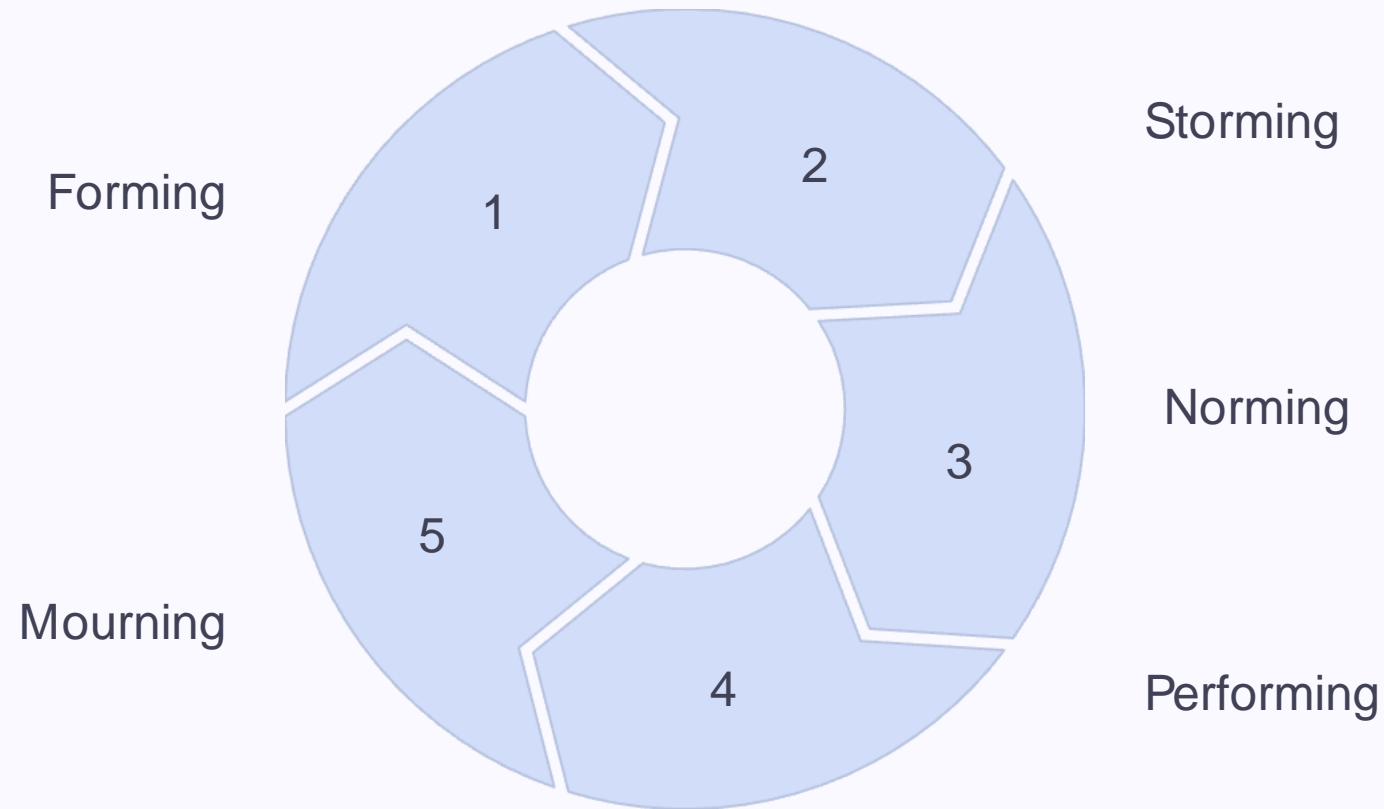


Staying At the Top of Your Game

“Winning Takes Talent, to Repeat Takes Character” – John Wooden



Team Development Stages



FORMING

“The Facts”

The Process of Putting the Structure of the Team Together

Specification of Commons Goals and Desired Behavior

To Advance From this Stage to the Next Stage, Each Member Must Relinquish the Comfort Zone of Non-Threatening Topics and Risk the Possibility of Conflict

“Talent Wins Games, but Teamwork and Intelligence Win Championships” – Michael Jordan



STORMING

“Emotions”

This Stage Begins to Occur as the Process of Organizing Tasks and Processes Surface Leading to Interpersonal Conflicts

“Float Like a Butterfly, Sting Like a Bee” – Muhammad Ali



NORMING “Values”

In This Stage, Team
Members are Creating
New Ways of Doing and
Being Together

Team Members Learn
They Have to Trust
One Another to be
Effective

“A Team is Where a Boy Can Prove His Courage On His Own” – Mickey Mantle





PERFORMING

“Actions”

True Interdependence is the Norm of this Stage of Group Development

The Team That is Flexible as Individuals Adapt to Meet The Needs of Other Team Members

“The Difference Between Ordinary and Extraordinary is That Little Extra”
– Jimmy Johnson

MOURNING

“Breaking Up The Team”

In This Stage the Game
Has Come to an End and
Team Members are Ready
to Leave

This Causes Significant
Change to the Team
Structure and Purpose

“It’s Not Whether You Get Knocked Down;
Its Whether You Get Back Up” – Vince
Lombardi



QUESTIONS???

