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Session: #38030

Unstoppable Together: High-Performance Credit Teams in Action

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Objectives of the Session

What	What Are High Performing Teams?
Set	Set the Vision & Purpose
Build	Build Trust & Psychological Safety
Foster	Foster Accountability
Encourage	Encourage Collaboration & Diversity of Thought
Develop & Empower	Develop & Empower Talent
Drive	Drive Continuous Improvement

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Role Play Scenarios “In The Beginning”

1. You manage a team that consistently exceeds targets. One team member, Jordan, is a top performer—highly skilled, fast, and reliable—but has recently shown behaviors that are impacting team morale (interrupting others, dismissing feedback, and bypassing process). Jordan’s results are strong, but peer feedback suggests collaboration and communication issues.
2. You manage a team member, Taylor, who has; missed three recent deadlines, submitted work with repeated errors, been less responsive to team communication, shown reduced engagement in meetings. Other team members are beginning to compensate for Taylor’s work. You need to address performance directly while determining whether the issue is skill, motivation, or external factors.
3. You manage Morgan, a long-tenured team member who is; well-liked and positive, reliable but not exceptional, rarely misses deadlines but rarely exceeds expectations, comfortable doing “just enough”, resistant to stretch assignments or change. Morgan is not a problem but also not progressing. The team’s performance plateau mirrors Morgan’s pace.

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What Are High Performing Teams?

- The backbone of any successful organization.
- Don’t just come together naturally; they’re shaped through intentional leadership.
- Creating an environment where people understand the vision, know how their work contributes to it, and feel both empowered and accountable.
- Fostering trust, encouraging open communication, and building a culture where feedback is constructive and growth focused.
- Balances collaboration with individual responsibility, adapts quickly to challenges, and stays focused on delivering results that drive the business forward.
- Have leaders that guide, inspire, and remove obstacles so that each team member can bring their best to the table.
- Achieve strong outcomes and build a resilient team culture that sustains success over the long term.

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Leading A Team to High Performance

- High performance isn't accidental; it's intentional leadership.
- Today we will uncover a few of the core elements that build and sustain strong teams.

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Set the Vision & Purpose

- Define a clear “North Star” so the team knows why their work matters.
- Connect daily tasks to bigger business goals.
- Teams need to know their “why”.
- Leaders connect everyday work to broader business goals.
- A clear vision motivates and guides decision-making.

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Build Trust & Psychological Safety

- Encourage open dialogue without fear of judgment.
- Lead by example — be consistent, transparent, and dependable.
- Trust is the foundation of performance.
- Encourage open, honest conversations without fear.
- Be consistent, transparent, and approachable as a leader.

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Foster Accountability

- Set clear expectations and measurable goals.
- Balance autonomy with support — people should own their work but not feel alone.
- Clear Expectations = Clear Outcomes.
- Accountability isn't blame — It's Ownership.
- Balance independence with support.

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Encourage Collaboration & Diversity of Thought

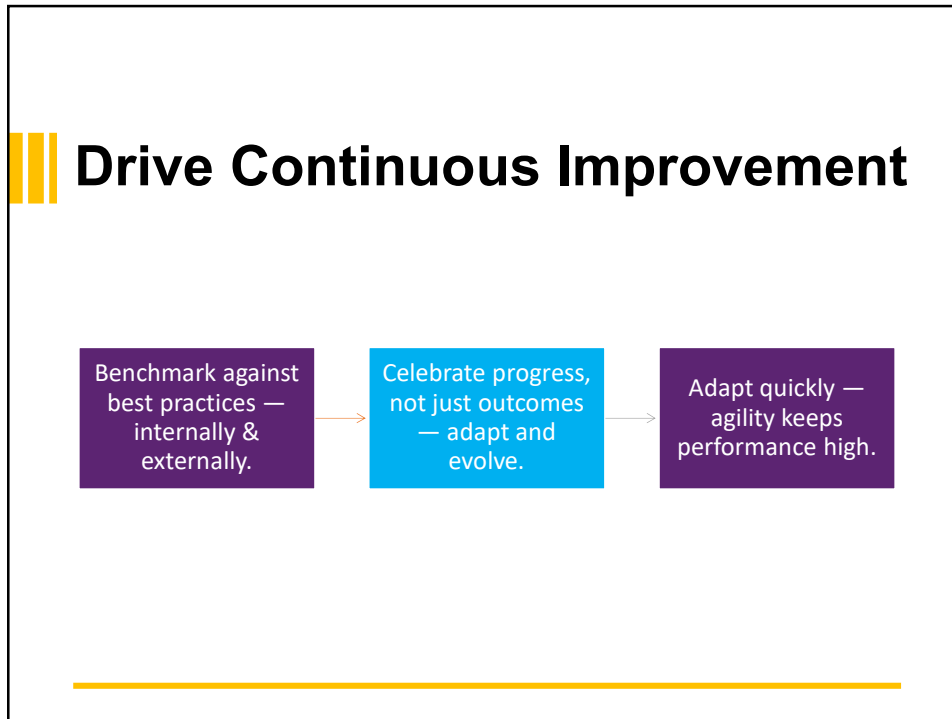
- Leverage each team member's strengths.
- Break silos by connecting across departments.
- Diverse perspectives spark innovation.
- Create space for cross-functional teamwork.
- Everyone has unique strengths — lean into them.

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Develop & Empower Talent

- Provide coaching and feedback that grows skills, not just reviews performance.
- Recognize wins and invest in career development.
- High-performing teams are always learning.
- Provide coaching, not just annual reviews.
- Recognize wins and create opportunities for growth.

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Role Play Scenarios “The Finale”

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Final Remarks



Leading a high-performing team requires vision, trust, and accountability.



Empower your people, and performance will follow.



“Great leaders don’t just manage work — they inspire greatness in people.”

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Accepting The Call

High-performing teams don’t happen by accident; they’re built with intention. Leading a team to high performance means creating clarity of purpose, fostering trust, encouraging accountability, and empowering people to grow. When leaders set the vision and align people around it, the team delivers not just strong results, but lasting impact.

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Quote
To Live
By

"The mediocre teacher tells.
The good teacher explains.
The superior teacher demonstrates.
The great teacher inspires."
-William Arthur Ward

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Course Facilitators

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