



# **The Impact of Teamwork on Organizational Success**

**Kirk Hazen, P.E.**

*Owner*

*Hazen Engineering Solutions, LLC*

*Expansion Project Manager*

*Hexagon Lincoln*



# Teeing it up....

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## Statement of Facts:

1. Organizations seek to improve profitability for sustainability and growth of the business...
2. Profitability is driven by the ability to provide value to customers...
3. Value is derived from solutions that are enabled by continuous improvement and effective teamwork...

How do we develop effective teamwork?



# Teamwork

Teamwork: People working together in a planned and coordinated way to achieve a common goal.





# The Method....

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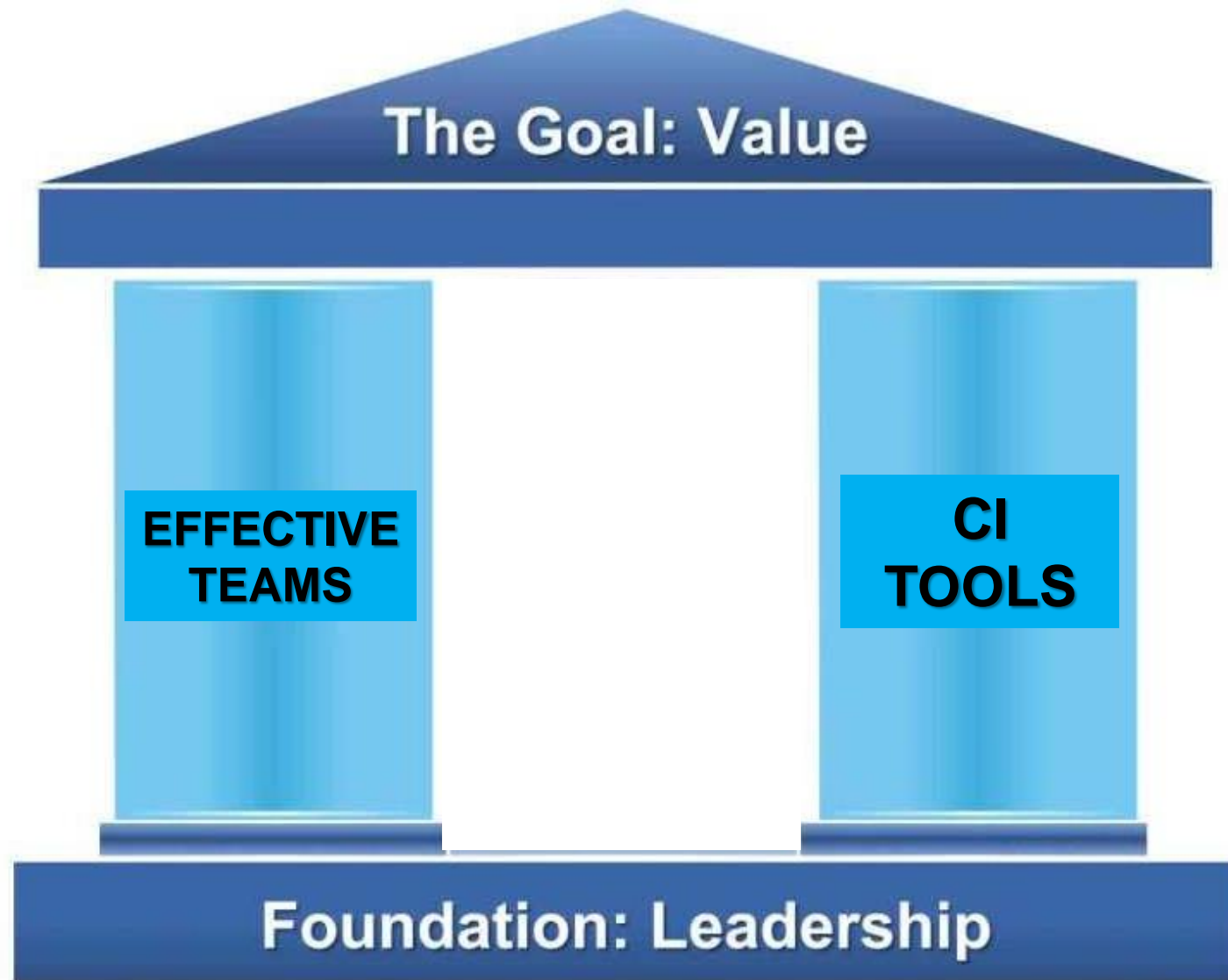
1. Establish a continuous improvement mindset...
2. Develop a common goal...
3. Lead with a servant heart...
4. Remove dysfunctional behaviors...



- Continuous Improvement
- Develop a Common Goal
- Lead with a Servant Heart
- Remove Dysfunctional Behaviors
- Call to Action
- Discussion



# Continuous Improvement





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# Develop a Common Goal

## Springfield Remanufacturing Corporation, SRC

In 1983, Jack Stack and the SRC employees bought SRC from International Harvester. The company was failing and Jack wanted to save the 119 jobs that were in the company. He introduced the Great Game of Business as a way to teach his employees financial literacy.

## Open Book Management

EVERY person is an owner in your business, working towards a common goal.

Avoidance of Gridlock

Everyone engaged from the “neck up”





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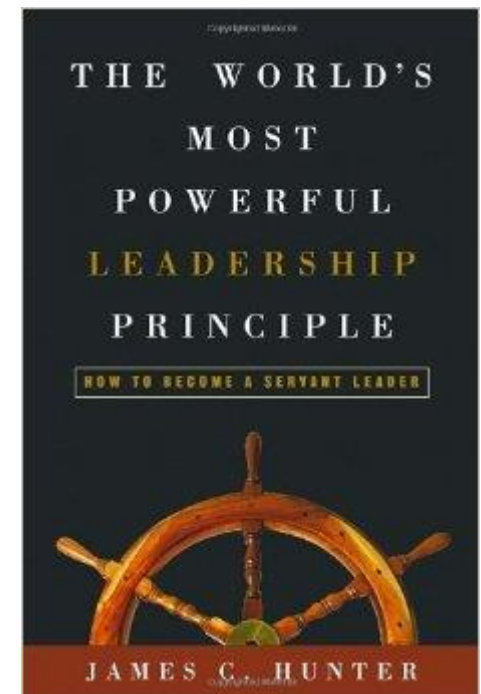


# Servant Leadership

The skill of influencing people to enthusiastically work toward goals identified as being for the common good.

The World's Most Powerful Leadership Principle:  
How to become a Servant Leader

James C. Hunter





# Servant Leadership

## 10 Principles of Servant Leadership

1. **Listening** – Receptive to what is said and not said
2. **Empathy** – Strive to understand and empathize with others
3. **Healing** – Heal one's self and others
4. **Awareness** – Self-Awareness and Awareness of others
5. **Persuasion** – Build consensus in groups through influence
6. **Conceptualization** – Think beyond day to day realities
7. **Foresight** – Understand lessons from the past, realities of the present, consequences of the future
8. **Stewardship** – Holding oneself in trust for the greater good of society
9. **Commitment to the Growth of People** – Deeply committed to growth of every individual within the organization
10. **Building a Team** – Lead people toward a common goal

Example: Tom Osborne



# Power vs. Influence

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## LEADING WITH POWER

The ability to force or coerce others to do your will, even if they would choose not to, because of your position or your might.

**“Because I am the boss.”**

## LEADING THROUGH INFLUENCE

The skill of getting others willingly to do your will because of your personal influence.

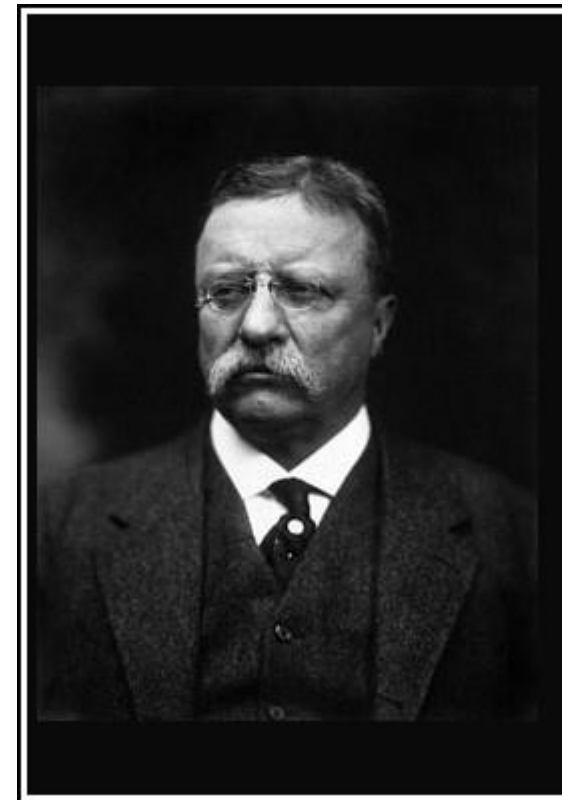
**“I’ll do it for *you*.”**

Example: Snowblowing Story



*“No one cares how much you know until they know  
how much you care.”*

*Theodore Roosevelt*





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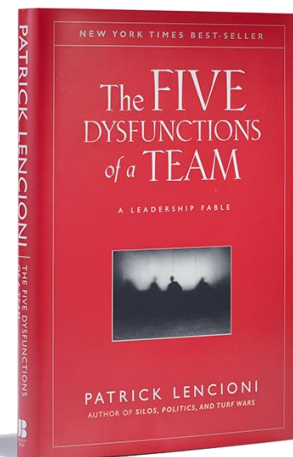




# Remove Dysfunctional Behaviors



The Five Dysfunctions of a Team  
Patrick Lencioni





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# Call to Action

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- What can you do to influence your organization to build a culture that is conducive to teamwork striving for continuous improvement?
- What is the overarching goal of your team / organization that everyone should know and be working towards with every decision made?
- How do you lead, is it with a servant heart?
- Trust is the foundation of any team, does your team trust each other at the level that allows for open discussion of ideas?



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# Discussion

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**Thank You!**