MOVING ON UP
7 TIPS FOR BECOMING A LEVEL 5 TEAM

The Path to Performance helps unit-based teams assess how they are doing in seven key areas of team effectiveness. High-performing teams deliver better results for Kaiser Permanente members, patients and workers—so knowing where you stand and what you need to do to perform at the highest levels matters. Use these tips with your team to find ways to advance in each of the seven dimensions of performance.

1. **SPONSORSHIP**
   Invite, include, inform: UBT sponsors provide support, guidance and resources. Let them know what support you need, and use the *UBT Snapshot Report* to let them know how your team is doing.

2. **LEADERSHIP**
   Encourage, coach, collaborate: To build more leaders on your team, consider rotating responsibilities for leading meetings and managing improvement projects among all team members.

3. **TRAINING**
   Sharpen your team skills: Identify gaps and align your team's learning with its quarterly Path to Performance assessments. Talk to your UBT consultant or improvement advisor about developing a plan to meet your team's training needs and about the new UBT Learning Plans.

4. **TEAM PROCESS**
   Focus on results: Use daily huddles to manage work and resolve problems in "real time" rather than waiting for scheduled meetings. Look at how your team communicates, conducts meetings, gathers metrics and solves problems.

5. **TEAM MEMBER ENGAGEMENT**
   Connect the dots: Full engagement requires team leaders who can explain the why while letting the team figure out the how. Give team members more control over their daily work and allow the team to collectively manage work schedules.

6. **USE OF TOOLS**
   Do what works: High-performing teams use a variety of tools to improve workflows, processes and services for KP members. Download advanced *performance improvement* and *waste reduction tools* from LMPartnership.org.

7. **GOALS AND PERFORMANCE**
   Sustain success: Unit-based teams are getting measurable results. But to have lasting impact, teams need to maintain momentum. Follow the *Sustaining Change Checklist* to achieve targets for at least three consecutive months.

For additional ideas and tools, click on the linked text above or visit **LMPartnership.org** and enter the underlined text into the search box.

LMP LABOR MANAGEMENT PARTNERSHIP