



# Creating a High Performance Team Culture

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# Who Are We?



## **Jas Singh FIAA**

Jas is one of the original founders of SKL, which is a specialist actuarial recruitment firm. He has over 10 years' experience working as an actuary. Jas is well travelled and regularly attends conferences in Asia and Australia. He is networked at all levels and understands the pros and cons of the impact of culture on an organisation and it's people. Jas now manages the business as well as senior recruitment assignments.

[www.skactuarial.com.au](http://www.skactuarial.com.au)



## **Kate Bleakley FIA**

Kate has 18 years' experience working in the UK and Australia in a variety of life insurance and reinsurance roles. With a strong interest in people and as a certified life coach, Kate is very aware of the importance of an optimal team culture. Kate brings her experience and skills together to help SKL coordinate international candidate search assignments, in particular in Asia.

# Overview



**When a team culture feels right then the team will naturally perform optimally**



# Content



- What is team culture
- Why is it important
- What does it look like in an “ideal world”
- What goes wrong
- What you can do
- Summary



# What is Team Culture?



Created by people, not the objects placed around them.

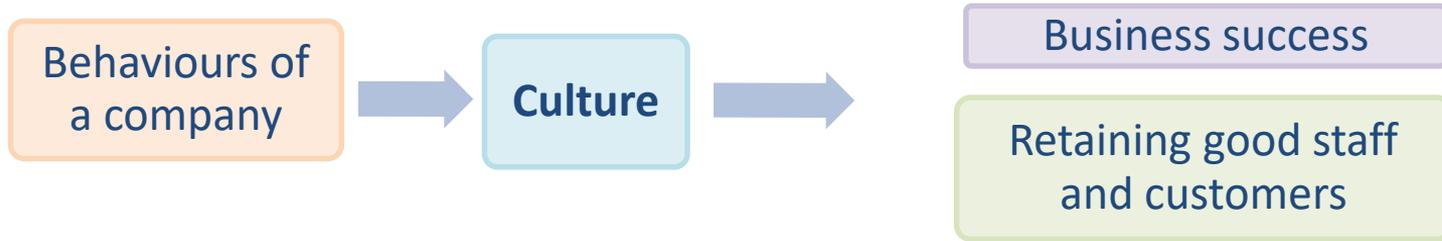
How people work together and how they treat each other



The values, beliefs, attitudes and behaviours shared by a team

**A high performing team culture is made up of different cultures that come together to improve the whole**

# Why is Team Culture Important?



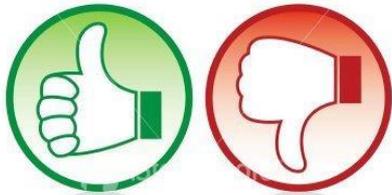
- Treat Team Culture like an asset that produces value to the company and give it the importance it deserves – make it a part of day to day working life
- When you are a cultural fit you are more likely to enjoy your workplace, be happier, commit long term, be more productive and more engaged. This benefits you and the company. Its a two way street.

**When you know the culture of a team or organisation, you can better understand its strengths, weaknesses and overall health**

# Effects of Team Culture



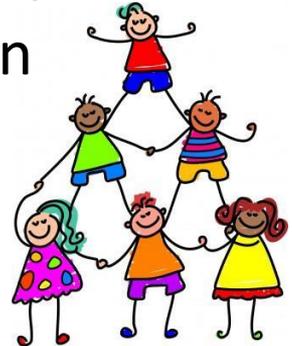
In studies by the Queens School of Business and by the Gallup Organization: **disengaged** workers had **37% higher absenteeism**, **49% more accidents**, and **60% more errors and defects**. In organizations with low employee engagement scores, they experienced **18% lower productivity**, **16% lower profitability**, **37% lower job growth**, and **65% lower share price** over time.



In a study looking at business success by **stock price increase** over 11 years, those companies who **focused on Team Culture increased by 901%** whereas those who didn't only increased by 74%.

# Does Your Company Have This?

1. Everyone understands why their work matters
2. Common values are practiced throughout the organisation
3. All activities provide real value to the customer
4. Peoples roles match up with their passion and capabilities
5. Teams grow and flourish without dependence on individual leaders
6. Bottom line results and goals are achieved



***Would you want to work for a Company like this?!***

# So What Goes Wrong?!



The culture of a company starts from the Top down



# What Happens in Reality



- Not willing to invest the effort and money to make it a great culture
- Actions/values selected don't have a high impact on performance
- Senior leadership are not living the culture they promote
- CEO thinks it's a great culture when it isn't
- People hired do not fit the culture wanted
- Senior leadership busy with attention on other areas
- The physical environment is not aligned to the ideal culture
- Doesn't resonate with staff , people are motivated in different ways



# What Gets in the Way of a Great Culture? SK<sub>L</sub>

- Politics (clash of personalities, rewarding wrong behaviour)
- Hierarchy: decision makers far removed, restricted flow of information from the ground up to the senior managers
- Vested interest
- Friction between local management and head office
- Entrenched networks: overlooking errors
- Key person dependency



# What a Company can do



## Be the example of the values you want to instil

- What are the ideal behaviours you want to see?
- What environment are you creating?
- What do you stand for?



# What a Team Manager can do <sup>S</sup>K<sub>L</sub>

- Decide what culture you want for the team
- Get to know your team individually and really listen to them
- Utilise the strengths of each team member
- Promote responsibility and give support where needed
- Encourage suggestions/improvements
- Deal with issues promptly as they come up with a 'no blame' attitude
- Give thanks and appreciation generously
- Encourage team bonding - organise social activities appealing to all
- Communicate effectively: not what you say but how you say it



# What a Team Member can do



- Treat others as you would like to be treated
- Support others, give thanks
- Speak up with suggestions for improvement
- Be open and seek to understand other ideas and ways
- Self reflect and set boundaries if needed and let people know how best to handle you
- Take control of your development, set your own goals, seek feedback from others, make positive changes



# Summary



What a high performance team culture looks like:

- Leaders truly **lead by example**
- Culture of **understanding**
- Culture of **communication**
- Culture of **responsibility**



# Summary of What You Can Do



- Great cultures are built by a constant focus on it and small steps taken each day
- Be the change you want to see
- Embrace diversity: take the best of different cultures and create a new one



**The environment we create is a reflection of our thinking and behaviour. If you don't like the environment start with changing you.**

# Contact Information



If you would like to engage with us further then please contact us at:



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*Or just come and chat to us at the conference*

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