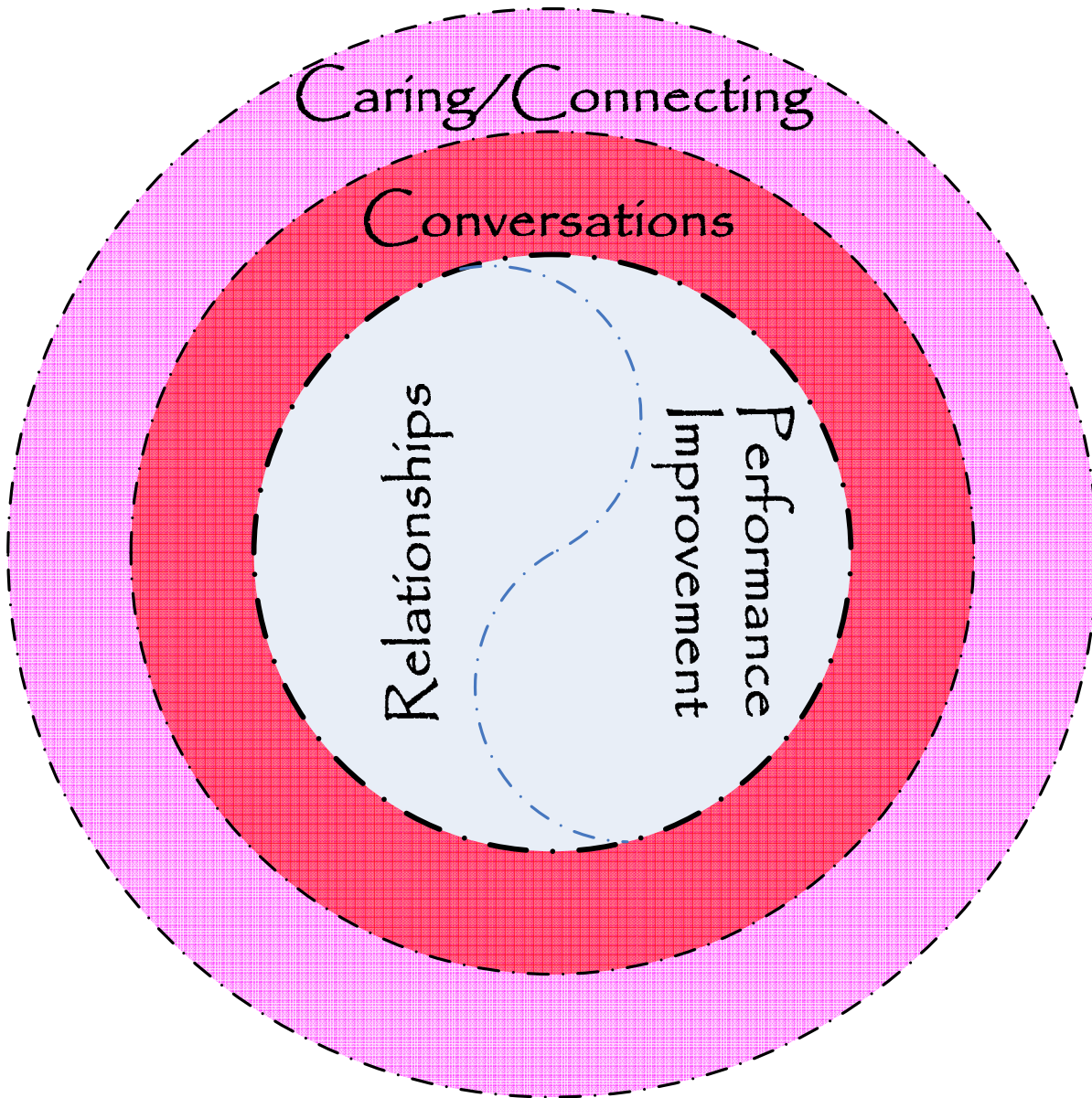


# The Ying Yang of Building High Performance Team Members



Relationships and performance improvement are inseparable parts of the whole when creating high performance team members and teams. If we as leaders only focus on relationships, eventually our team members will fail as they are not getting the guidance to perform. If we as leaders only focus on performance improvement, (metrics for example) and do not build relationships with our team members, they will fail as they will not trust our input and will not follow our direction. The balance between building relationships and improving performance is embedded in the frequency, tone, quality, and content of conversations between our reports and us. And the foundation? If we as leaders do not care, our reports will simply hear “blah blah blah blah blah”. We would be doing our team members a disservice to let them fail because we were unable or unwilling to be in service to our team. How does this model support our values?