



# Maximum PIE - Winning in Business



***Happily Maximizing Profit in a Small or  
Medium-Sized Company***



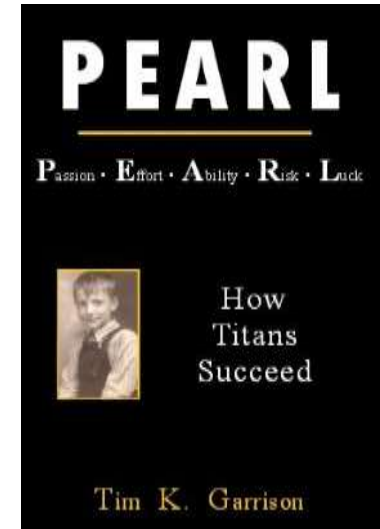
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# Sources

The source material for this presentation comes from:

- \* My 5<sup>th</sup> book, P.E.A.R.L., which includes a bibliography of 60+ books on success.
- \* Success consulting with 30+ companies, including national and international work with True North Development, a Detroit-based global lean consultant.
- \* Battle grime from starting up and running successful construction, consulting, and software companies.
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# Part 4.1



# TQI Culture - Team

Copy

# Team First

**TQI = Team. Quality. Integrity.**

The first aspect of our **TQI** culture is **Team**.

It's not an accident that Team comes first.

- *The picture at the right, what if one person isn't all in for the team? ... two people?*
- *Why is Team so important?*



# Team First

**TQI = Team. Quality. Integrity.**

We cease to exist without our team. It is the *foundation* upon which we are built.

*Each person* on the team must buy in to this mentality. We must banish “me” thinking and replace it with “we” thinking.

**T.E.A.M.:** Together Everyone Achieves More. **The team comes first.** Always. Not individuals, not egos, not profits.

*We exist to make profit. Why is team more important than profit?*





# Team First

**TQI = Team. Quality. Integrity.**

There will be no profit without a strong team. If we get our team right, profits will follow.

We can overcome many sins, but not a dysfunctional team. A team divided can not stand. It will self-destruct.

- *Can you think of a famous person who's all about Team?*
- *How about one who's all about "me".*



# Team First

**TQI = Team. Quality. Integrity.**

Pete Carroll in his book, WIN FOREVER, discusses his foundational philosophy, part of which is:

**Rule 1.** Always protect the Team.

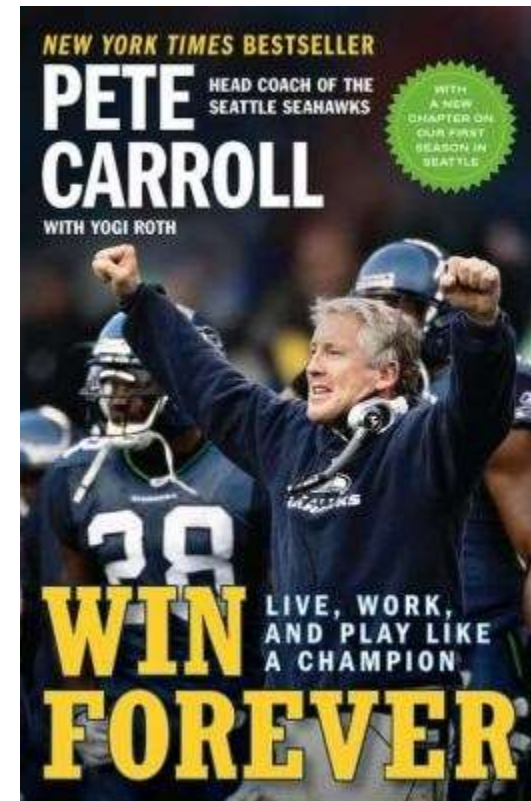
**Rule 2.** No whining, no complaining, no excuses.

**Rule 3.** Be early.

*\* Can you think of a dysfunctional pro sports team?*

*\* How well did they fare?*

*\* Are pro sports comparable to our business?*





## Bad Teammate

**TQI = Team. Quality. Integrity.**

Pro sports teams are businesses. They exist to make profit. So they're similar to us: same goal, different occupation.

Teams do best when everyone is talented and tries their best. But there will sometimes be a teammate who does not give it their all and who doesn't adhere to the Team philosophy.

*Is it okay to trash talk that low SQer? They sure as heck deserve it!*

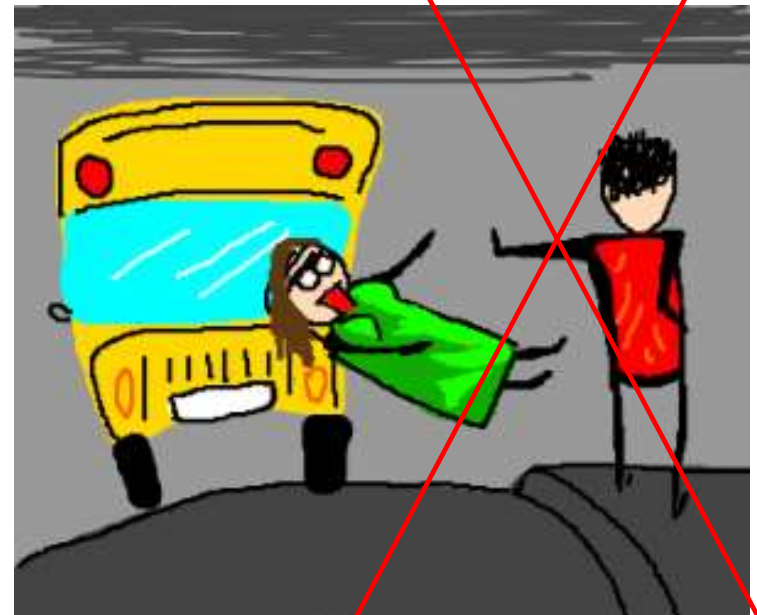


## Bad Teammate

**TQI = Team. Quality. Integrity.**

Trash talking results in win-lose. Not acceptable. If you can't say something positive, say nothing.

*Who's responsibility is it to deal with a bad teammate – management or the rest of the team?*



# Bad Teammate

**TQI = Team. Quality. Integrity.**

Some teams let the team deal with its own problems. I think that's gang mentality and a recipe for big trouble, maybe a lawsuit.

A bad teammate is a **management problem**. The sooner management is made aware of it and acts, the better. More on this later...

- *What are the chances all of us are compatible?*
- *What is a reasonable compatibility goal among any two people?*
- *... among a group of people?*



# Team Compatibility

**TQI = Team. Quality. Integrity.**

No two or more people are 100% compatible so it's unreasonable to expect that.

I preach the 90-10 rule: *The best you can hope for in any relationship is 90% good times and 10% bad.*

Add more people and the odds of compatibility go down, fast. Recall our probability theory.

*What does the 90-10 rule infer about selecting teammates?*



# Team Compatibility

**TQI = Team. Quality. Integrity.**

The success or failure of any team starts with the selection of teammates.

The 90-10 rule indicates that we recognize inevitable incompatibility from the get-go, so it strongly behooves us to select *optimally compatible* teammates.

If we're considering a potential teammate who might never even get to 60-40, we should pass on him/her.

- *Can we define a minimum compatibility for hiring purposes?*
- *Does the 90-10 rule apply to personal relationships too?*
- *How do you define a strong team?*





# Team Compatibility

**TQI = Team. Quality. Integrity.**

You know a strong Team when you see one. Elements include:

- Individuals are motivated by the *team* winning, not themselves.
- I've got your back, you've got mine.
- My top priority is my teammate.
- Individuals show compassion and caring for all teammates, not just some.
- Individuals are able to set aside petty differences for the good of the team.

- *When people observe us, do they see a strong Team?*
- *Is it important that you love your teammate(s)?*
- *What if you don't even like him/her/them?*



# Team Compatibility

**TQI = Team. Quality. Integrity.**

It's helpful if you love your teammates, but not necessary. Some of us simply won't be compatible and that's okay.

If you don't like a teammate, fake it. Remember, Team first. It's not about you, it's about the Team. Do what you have to do.



*How do I know if  
I'm likeable?*

# Likeability

**TQI = Team. Quality. Integrity.**

If you are likeable:

- Nearly all people, not just some, will smile at you a lot.
- You smile a lot.
- People will want to talk with you, especially those you don't know well.
- People will volunteer to help you.

*List some things I can do if I'm not likeable but want to be.*



# Likeability

**TQI = Team. Quality. Integrity.**

If you want to be more likeable, every day:

- Smile a lot.
- Talk with strangers, especially lonely or disadvantaged folks.
- Limit how much you use the words “I” and “me.”
- Choose to be terrific! (rather than woe-is-me.)
- Be genuinely interested in others.
- Be humble.
- Volunteer to help a lot.

*What if I'm not happy with my place on the team?*



## Dissatisfied With My Place on Team

**TQI = Team. Quality. Integrity.**

If you're not happy with your place on the team, remember, do NOT trash talk, that's win-lose. Instead talk to your immediate supervisor - stay within the org chart.

- Keep it factual – not emotional.
- Come prepared with at least two solutions.
- Be prepared to *not* get your way. Management should try to accommodate you but in the end will do what's best for the Team.

*What can I do if I want to move up in the company?*





# How Can I Move Up?

**TQI = Team. Quality. Integrity.**

In order to earn a promotion you must *stand out*. Here's how:

- Bring work in.
- Have an “above and beyond” work ethic.
- Better yourself through education, self-study, seeking mentoring, etc.
- Be devoted to the company. Longevity is huge.
- Be a team player.
- Be likeable.
- Be punctual.
- Be flexible.
- Volunteer for the dirty jobs. No prima donnas.
- Be a thinker, problem-solver.
- Make relationships within our industry.

**“If you want to thrive in my company, do things that take stress off me.”**  
-Mark Cuban



*What can management do to maintain harmony on the team?*

# Team Management

**TQI = Team. Quality. Integrity.**

Management should do all it can to ensure harmony, including:

- Hiring right in the first place.
- Provide personal development input and or training.
- Positioning people to maximize compatibility.

But if a person's true colors cause too much strife, management must do what is necessary for the good of the team. If this means letting someone go, so be it. You see this in professional sports from time to time.

*Team first, always. That's our culture and we're sticking with it.*

