



**IVY TECH**  
COMMUNITY COLLEGE

**HIGHER EDUCATION**  
at the ***SPEED OF LIFE***

# High Performing Teams Toolkit



## **OPERATIONAL EXCELLENCE**

Maximize statewide resources to advance campus and college-wide initiatives.



## Strategy 1.2(a)

### Develop High Performing Teams

Understand the capacity of our internal teams and where there are opportunities for growth and efficiency.

#### What impacts capacity?

##### Work environment

Lighting, temperature, and noise level.

##### Culture

Culture and values impact motivation and capacity. Engagement matters.

##### Training & Development

It is crucial to upskill teams.

##### Leadership

Supportive and effective leaderships helps employee motivation and engagement.

##### Communication

Good communication improves productivity by clearly defining tasks, expectations and feedback.

##### Technology

Access to proper equipment, like computers, software, and internet speed affects capacity.

##### Personal Factors

Stress, fatigue, burnout and life events affect employee capacity.

##### Staffing Levels

Capacity gaps must be picked up by others when teams are short-staffed or onboarding new members.



# High Performing Teams Toolkit



## Individual Development Plan

All employees are invited to work with their supervisor to create an Individual Development Plan (IDP) to guide their growth at Ivy Tech toward their career goals.



Click on  
toolboxes to  
access resources!

## Mid-year Conversation

Supervisors are expected to schedule and hold individual conversations with their employees twice per year, at a minimum. This document should be used to guide the conversations.



## ITCC Leadership Competencies

The Ivy Tech Leadership Competencies provide a common framework and language to be used within the College relating to talent. Through these competencies we can communicate the skills and behaviors that contribute to the success of our leaders throughout the College. These competencies can also be used to guide and inform the talent management processes of HR including: recruiting, interviewing, selection, performance assessment, feedback, and development.

## Two-Minute Drill

The Two-Minute Drill is the critical leadership practice of creating real and rapid organizational improvement. The Two-Minute Drill is designed to give leaders a vehicle that they can use to drive real improvement when the stakes are high, time is short and real results are needed





## LinkedIn Learning Opportunities

- **Workload:**
  - Managing workload
  - Productivity and time management
- **Leadership:**
  - Effective leadership
- **Communication:**
  - Effective Communication
- **Environment and Culture:**
  - Work Culture

### Talent Matrix



Click on  
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## Additional Resources

- **Training & Development:**

- [Professional Development Opportunities at Ivy Tech](#)

- **Workday Learning:**

- [How to Access Professional Development on Workday](#)

- **Talent Development:**

- [View Ivy Tech's Menu of Options](#)

- **Books:**

- The Gifts of Imperfection By Brené Brown (personal matters and communication)
- Extreme Ownership by Jocko Willink (environment and culture & leadership)
- Trust and Inspire (leadership, training, and development)
- Predictably Irrational by Dan Ariely (personal matters)
- Getting Things Done by David Allen (workload)
- The Effective Manager (leadership)
- It's the Manager by Jim Clifton and Jim Harter (leadership)

- **Videos:**

- [Root Cause Analysis](#) - The 5 Whys - Clarifying the '5 Whys' Problem-Solving Method (youtube.com)
- [Pareto Chart](#) - How to use a Pareto chart (youtube.com)
- [Fishbone Diagram](#) - What is a fishbone diagram (Ishikawa Diagram) (youtube.com)
- Process Improvement Methodology - value stream mapping, process mapping, plan do check act cycle
- [EAP](#) - to get started, call 1-888-881-5462, or log in to the SupportLinc web portal or econnect mobile app. Use group code: ivytech