



Define your team's purpose & align your team to it



Articulate your performance signatures (behaviours that make you successful) and hold people accountable to these



Ensure every team member has a learning & development plan



Give people constant feedback on their performance



Practice emotionally intelligent behaviours every day



Never stop learning - stay curious & keep developing yourself



Learn to communicate with impact - use a communication model



Stay positive - be agile & see challenges as opportunities



Show fierce empathy - demonstrate you care



Leverage the diversity of your team



Collaborate proactively & broadly with different people



Learn to delegate well so you can empower people



Stay future focused & externally connected – be customer centric



Always discuss what great looks like



Above all, make people feel valued – ensure they know their efforts are vital to the team's success – in doing this you will engage people & create experiences which are cherished