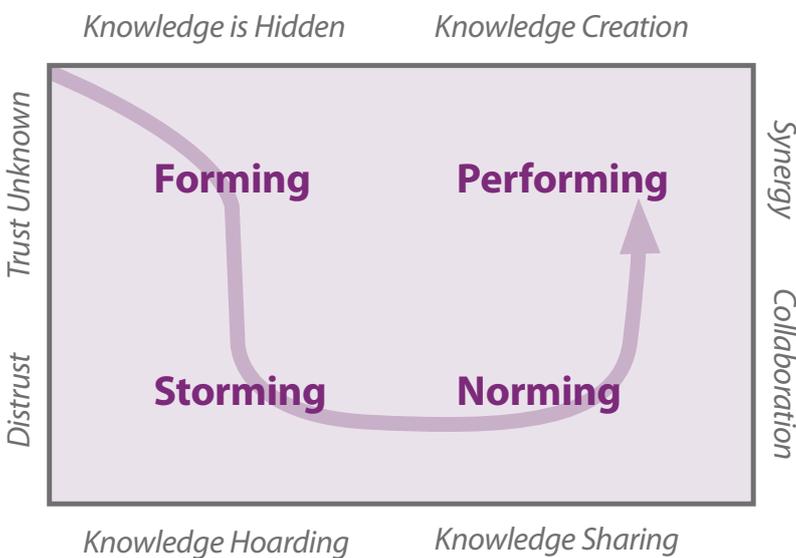


## Project Relationship Performance

### The Team Performance Risk - Instead Of Luck, Try Process

It is clear that there are significant challenges, risks and opportunities with regard to ensuring efficient and effective delivery of every construction project.



To overcome the challenges, particularly the unknowns that will test people's commitment and resolve to serve the bigger goals, high performance leadership and project teams will need to be in place and *evolving ahead of the challenges that they encounter.*

*"Priceless. Breakthroughs made in learning of client's frustrations and unspoken drivers. Now we can deal with them."*

**Chris Souter – Costain**

*"A very valuable process with great productivity. Identified all the critical items to go forward and tackle the delivery of the scheme."*

**Kin Lau – Jacobs**

*"This has been a monumental day for the project. We have an avenue now to work with each other to rebuild trust, relationships and more importantly to deliver the vision we all want."*

**Dave Lawson – Balfour Beatty Construction Limited**

# Form2Perform™

## Teamwork remains the one sustainable competitive advantage that is largely untapped in an age of informational ubiquity and microsecond change.

**Constructions Reality.** Take a group of people who have not worked together before, equipped with blurred roles, budgets to protect, reputations to make, design to navigate, nil 'training' or a hint of a plan in being a high performance team and throw them into the aforementioned project.

If you are very lucky, you'll get lucky and they will naturally evolve into a relationship of capability and performance.

And if you luck out? Stand by as they struggle, waste energy on internal messes, confusion and conflict, attain mediocrity, plateau and the opportunities float off into the breeze.

Frustratingly, although that scenario is pretty common it's relatively simple to mitigate... with a bit of commitment and a relatively small investment. Here's how:

### The Form2Perform™ Process Has Two Primary Deliverables:

1. The process is designed to mitigate the significant risks that exist should strong and healthy relationship fail to materialise on a construction project, or worse, the relationships become dysfunctional.
2. To put in place a formal process that raises and sustains the performance level and capability of the leading team from end to end.

### Benefits – A Sample

- Up front loading. To accelerate at the outset and maintain the development of highly capable relationships by 6 months - so the team can work on the project – not on each other.
- To equip individuals with the generic language, tools and

insight that gives the relationship bigger backbone - so that it can weather the inevitable contention, challenge and sticky moments that are inherent in every construction project.

- To free up time and energy for working on project value and opportunity versus working on internal disagreement and 'personality clashes'.
- A circa 90 day cycle of process intervention ensures promises, plans and commitments are kept alive versus just fine words at the project outset. The relationship continues to evolve versus going stale.

### What Makes It Work

- The focus is on *making the individuals stronger, more capable and informed team players* so they make a bigger contribution to the relationships and the project objectives.
- End to end focus. An initial workshop creates agreed project objectives, agreement on how to handle difficult situations and knowing what it will take to make those particular relationships perform. As a 'spin off' it just so happens that through real and relevant conversations the relationship will be in great shape to start work and hit the ground running.
- Momentum. It's all about follow up. On a circa 90 day cycle after the initial workshop, we reconvene the key players to make sure they and their commitments are on track and opportunities are exploited. Project risks and niggles in the team are cleared up before they become fatally corrosive.
- Paul Fox is not 'just a facilitator'. The added value here is that he is a trained, active performance coach who specializes in relationship productivity and executive leadership in the construction sector. He will be disarmingly frank in keeping things on track and holding people to their promises. He will not lose sight of the end goal and promises - even if the team sometimes does. The follow up process holds the Team to account to account to its own goals.

*Excellent session. Identified issues and actions plans for resolution and progression. A number of these issues were long standing and had not been addressed. Gave great clarity to the project team and to the client throughout the programme.*

*Ian Harris – John Madjeski Academy*