

Team Foundations and Level Up



KPI 1

Team Achievement Strategy



KPI 3

Team Engagement Strategy



KPI 2



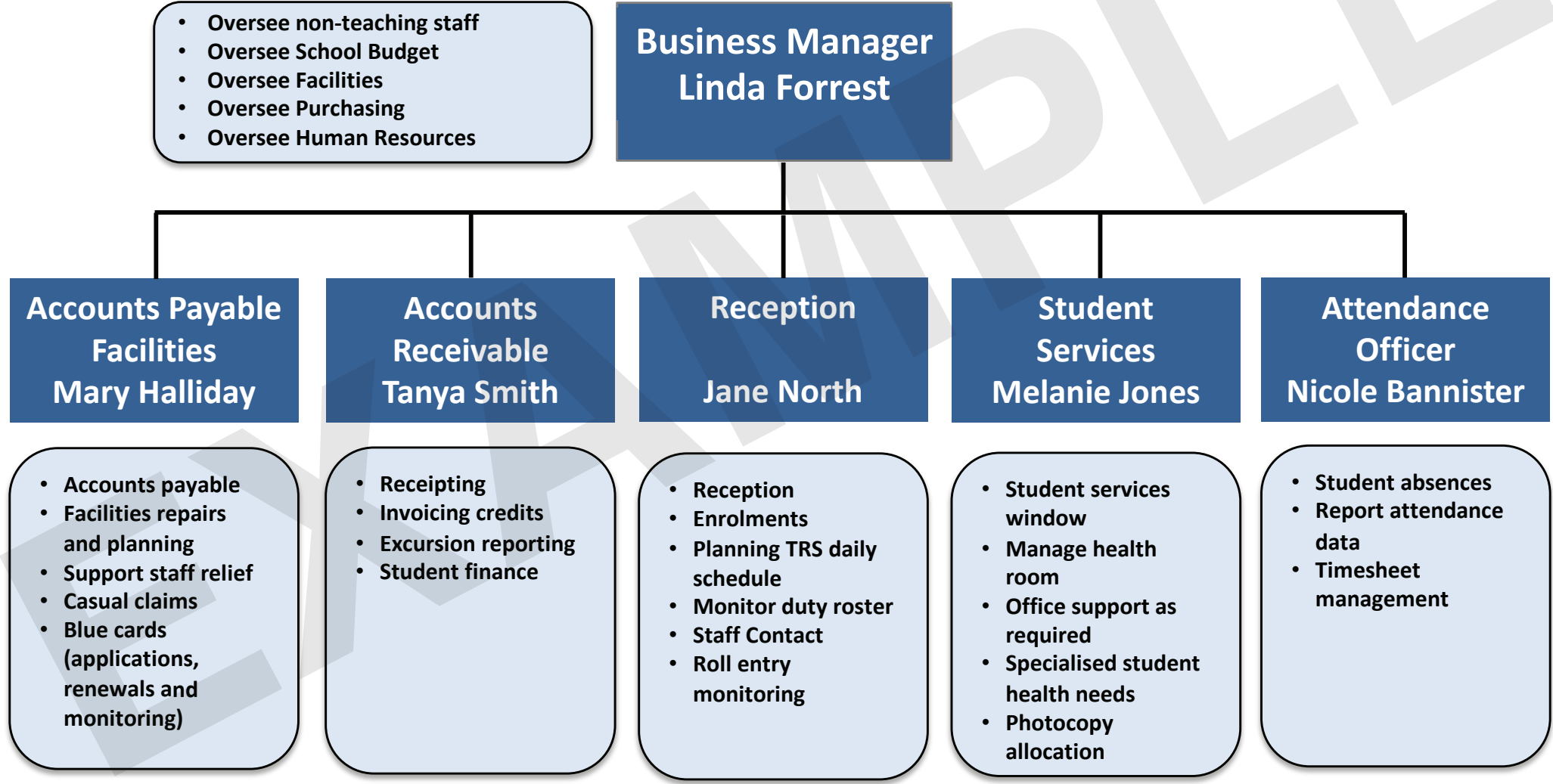
KPI 4

Business as Usual

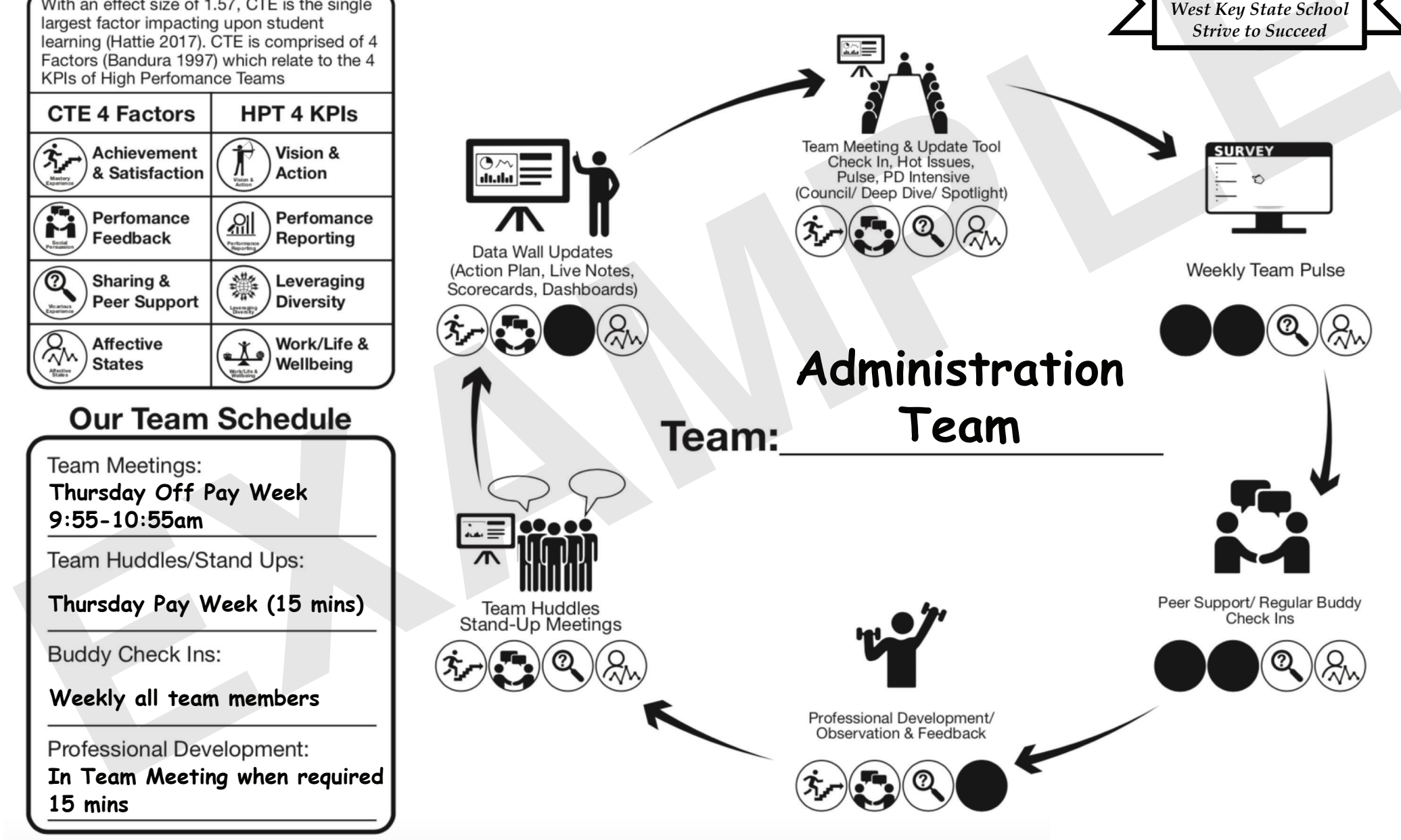
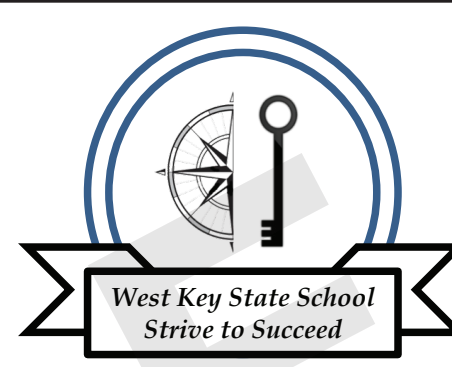
1 Team Chart



Team: Administration



2 Team Activity Cycle



3 Level Up Strategy

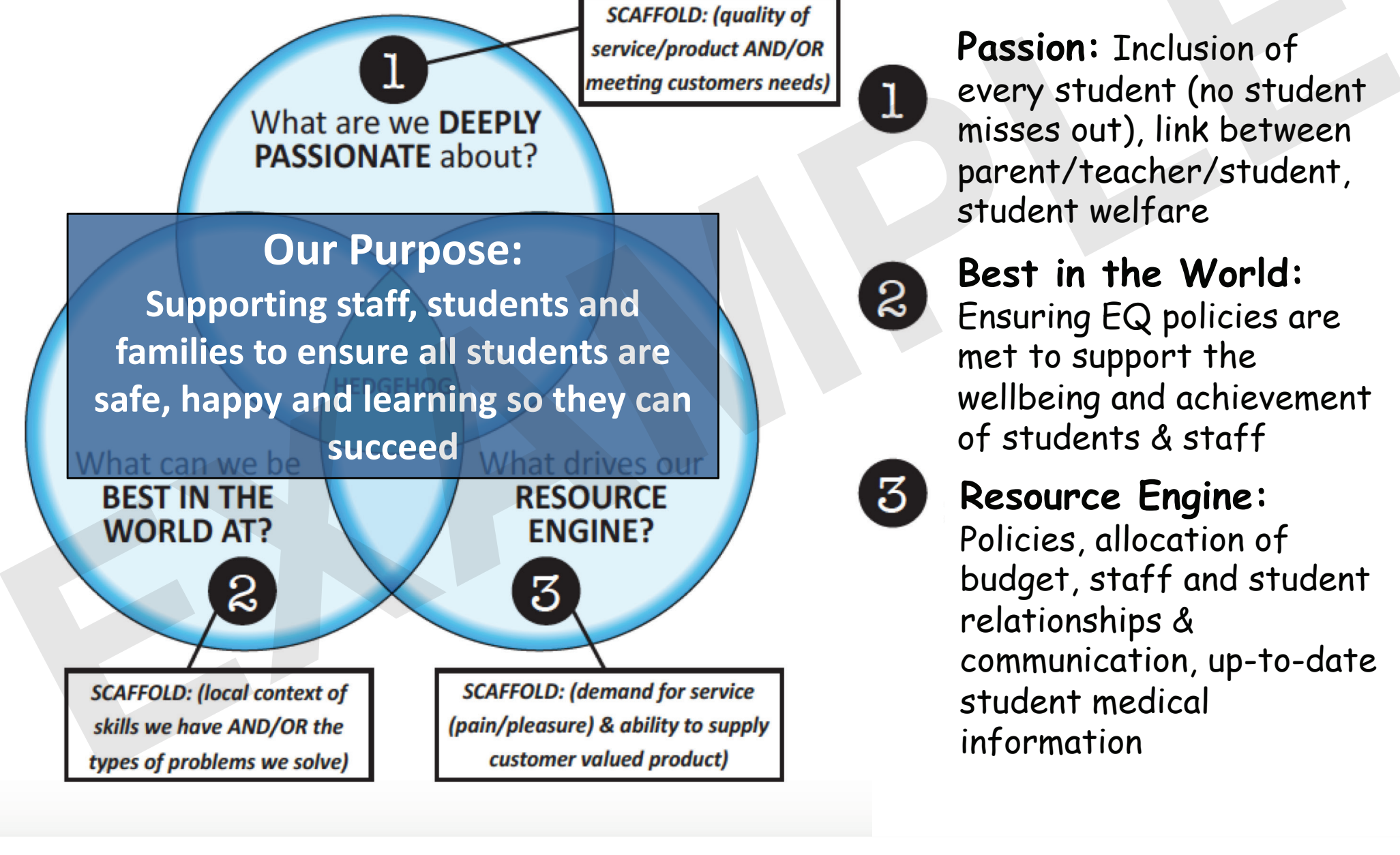


| Team Level Summary | Team Challenges: Achievement | Team Challenges: Engagement | Team Strategies | Team Specific Leadership |
|--|---|--|---|---|
| 2, 2, 2, 3, 2, 3 (AVG 2.3) LEVEL 2 | <ul style="list-style-type: none"> Value: 1x Focus: Constructive Confidence: 50% Drive: Acceptance Challenge: Systems Approach: Manage | <ul style="list-style-type: none"> Needing to improve communication between teaching staff and admin team - particularly compliance and differing personality styles. Long standing team members and new team members - need to complete team building to establish trust and a culture of feedback. Above and below line to clarify ways of working - using calling behaviour protocols effectively. | <ul style="list-style-type: none"> Communicate the Admin Team Chart to all staff to increase their understanding of different roles in the team and display in office. Implement Activity Cycle and review each term. Regularly review the Team Data Wall, Purpose, Goals and Action Plans - review progress regularly through fortnightly HPT Team Meeting. Team Talent Map, Above & Below Line and Feedback Protocols on Data Wall. Trust Matched Teaming & Team Pulse for Wellbeing Planning. | <ul style="list-style-type: none"> Manage / Mentor Manage - implement activity cycle and team meetings Manage - work closely with BM to set up new processes in Action Plan Mentor - work towards increasing frank feedback practice being OK with being uncomfortable. |

4 The Hedgehog



Team: Administration



5 Vision & Goals



1 Our Core Purpose is: Supporting staff, students & families to ensure all students are safe, happy and learning so they can succeed.

2 Range of Vision Casting is: 12 months

3 Describe what would we look like, sound like and feel like in 12 months time if everyone was 100% committed to our Core Purpose 100% of the time.

Looks Like

- Organised and streamlined processes
- Happy staff, students and parents
- High compliance with EQ policies
- Excellent relationships between admin team & staff
- Payments made on time
- Consistent use of communication templates by all staff
- 100% compliance with admin reporting by teaching staff

Sounds Like

- Welcoming
- Friendly
- Fun
- Compliments
- Positive language
- Asking for help
- Checking in
- Consistent messaging across staff and admin

Feels Like

- Support
- Clear
- Respectful
- Team work
- Comradery
- Calm
- Happy
- Safe

3 Based on our Vision (V-Chart), our top Priorities for The Next 12 Months are:

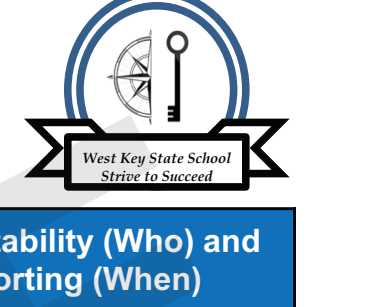
- Staff: Implement checklist / protocol to improve staff compliance with admin reporting
- Parent Payments/Info for Student Excursions: Implement new reminder payment system
- Staff-Parent Communication: Create a centrally coordinated communication process

4 For each of our Priorities (above), our Key Goals and Stretch Goals* are:

| Goals (SMART) | Accompanying 10x* Stretch Goal |
|---|--|
| Introduce new admin reporting checklist for teaching staff and have 100% compliance in completion of roll marking and attendance at timetable duty by the end of Semester 2 | Fast-track completion of goal by end of Semester 1 |
| Implement new reminder payment system for parents with 95% compliance by the end of Semester 2 | Fast-track completion of goal by end of Semester 1 |
| Introduce a centrally coordinated communication process for staff-parent communication with 100% staff compliance by end of Semester 1 | Fast-track completion of goal by end of Term 1 |

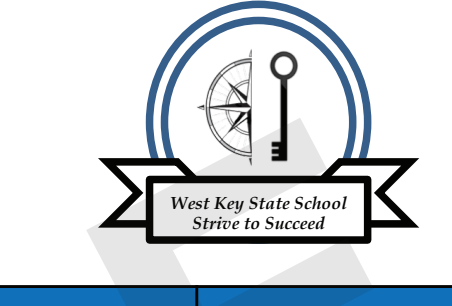
* How could we leverage this to benefit to a much larger audience?
* How could we do it faster / easier and/or with less inputs / resources?

6 HPT Action Plan



| Issue (Problem to Solve - What P1) | Key Goals & Stretch Goals (What P2) | Execution Strategy (How) | Link to Broader Strategy (Why) | Accountability (Who and Reporting (When) |
|--|--|---|--|---|
| Priority 1: Staff: Implement checklist / protocol to improve staff compliance with admin reporting Goal: Introduce new admin reporting checklist for teaching staff and have 100% compliance in completion of roll marking and attendance at timetable duty by the end of Semester 2 | Admin checklist developed and introduced and achieve 100% staff compliance in roll marking and attendance at timetable duty by end of Semester 2 (Sem 1 = Stretch) | Develop checklist for use by admin Develop monthly dashboard for reporting to leadership team on staff compliance Staff information sessions on new checklist and reporting protocol Monthly reporting to staff on key indicators Review | Student safety and wellbeing is a school-wide priority | Reception & Attendance Officer (T1, W2) Reception, Attendance Officer & Business Manager (T1, W3) Business Manager (T1, W4) Reception, Business Manager and LT (Ongoing) |
| Priority 2: Parent Payments/Info for Student Excursions: Implement new reminder payment system Goal: Implement new reminder payment system for parents with 95% compliance by the end of Semester 2 | Develop and implement new reminder payment system for parents with 95% compliance by end of Semester 2 (100% by Sem 1 = stretch) | Develop and implement new reminder payment system Develop and implement tracking system re compliance Review reminder system | School budget being met and payments received on time | Accounts Receivable & Student Services (T1, W2) Business Manager (T1, W3) Accounts Receivable (T1, W4) Accounts Receivable & Business Manager (ongoing) |
| Priority 3: Staff-Parent Communication: Create a centrally coordinated communication process Goal: Introduce a centrally coordinated communication process for staff-parent communication with 100% staff compliance by end of Semester 1 | Introduce a centrally coordinated communication process for staff-parent communication with 100% staff compliance by end of Semester 1 (Term 1 = stretch) | Review and update all current templates for parent communication Develop new communication templates for staff-parent communication on new communication process Implement communication process Develop and implement tracking system Review | Customer service a key role of the administration team to ensure high parent satisfaction and engagement | Admin Team (T1, W3) Admin Team (T1, W4) Business Manager (T1, W3) Admin Team (T1, W5 - ongoing) Admin Team (ongoing) |

7 Team Profile



Team: Administration Team

| Name | Role | Strengths (Personality Traits / Work Skills) | Work Interests & Goals | Secret Skills | Other |
|------------------|-------------------------------|---|---|----------------------------------|-------|
| Linda Forrest | Business Manager | Direct, gets on with the job, multi-tasking, memory, knowledgeable | Budgeting | Played netball for NSW | Blue |
| Jane North | Reception | Knowledgeable, multi-tasking, redirecting, customer service, strong, confident | Completing tasks, scheduling of TRS | Drawing | Blue |
| Tanya Smith | Accounts Receivable | Interactions with school community, sense of humour, helpful, problem solver, knowledgeable | Having children go on excursions - going the extra mile | Truck driving, collecting corks | Red |
| Nicole Bannister | Attendance officer | Friendly, gets on with it, interactions with parents, empathetic | Feeling confident and competent in current roles | Travelled Australia for 4 months | Red |
| Melanie Jones | Student services | Organised, gets on with it, quiet achiever, knowledgeable, follows procedures | All kids are safe | Ballroom dancing | Green |
| Mary Halliday | Accounts Payable / Facilities | Keeps others on task, organisation, empathy, completes tasks | Learning BM role to assist and support | Walk long distances | Green |

8 Calling Behaviour Protocol



Team: Administration

STEP 1: Preparing for the Conversation

Notifying the other party of the 'type' of conversation requested and making a time to talk that both people are able to be focused and fresh.

OUR TEAM APPROACH IS:

- Speak to the person to let them know you want to have a 'success' conversation
- Make a time within 24 hours to meet at a private agreed location
- Inform the person what the conversation is about, keep the conversation confidential

STEP 2: Having the Conversation

Establishing clear ground rules to prevent conflict, allow gaps and breaks if needed and promote healthy outcomes.

OUR TEAM APPROACH IS:

- Articulate the issue - be specific and identify the purpose of the meeting
- Use I statements, questioning and active listening, where possible use data rather than personalising the issue
- Come with solutions in mind, invite feedback, and develop next steps for action

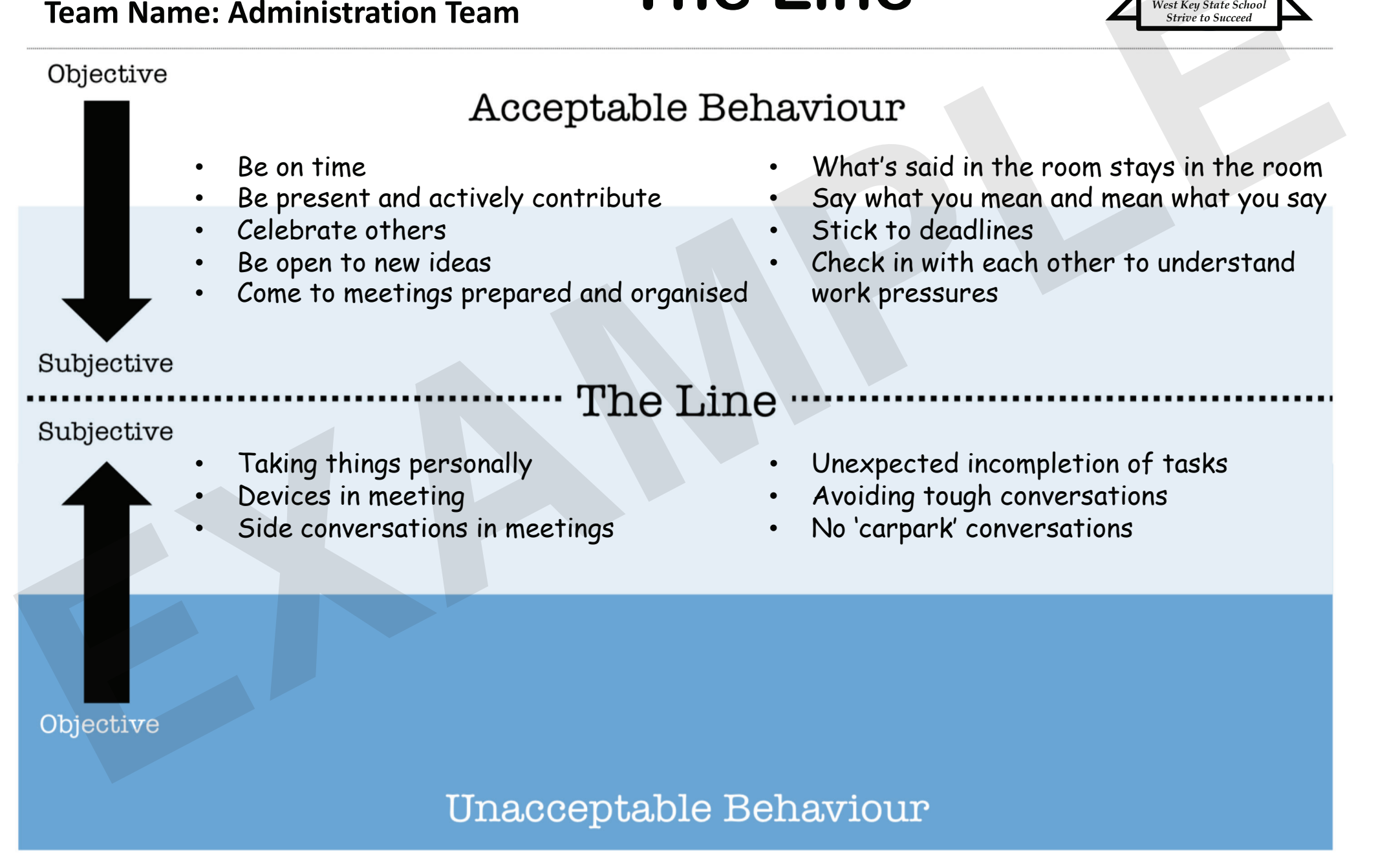
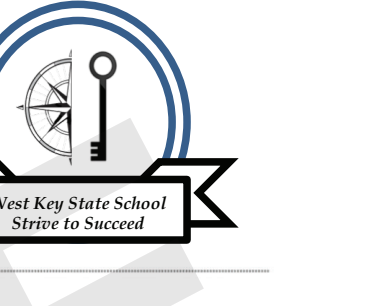
STEP 3: Failure to Resolve Next Steps

The agreed process to escalate issues and involve third parties if the matter is unable to be resolved.

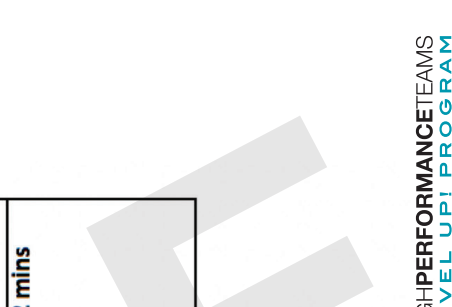
OUR TEAM APPROACH IS:

- Clarify that agreement can't be achieved
- Accept that it's a process and may take time to resolve and that third party support is required
- Escalate to line manager and follow-up in a timely manner

9 Above & Below The Line

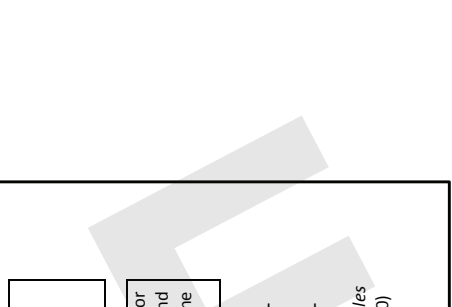


10 Team Meeting Agenda



| Item | Duration | Notes |
|--------------------------|----------|---|
| Chair | 2 mins | West Key State School Strive to Succeed |
| 1. Welcome | 3 mins | Chair: Welcome, supporting staff, students and families to ensure all students are safe, happy and learning so they can succeed |
| 2. Business Update | 15 mins | Business Manager: Update on current business operations |
| 3. Performance Reporting | 10 mins | Team: Review of key performance indicators |
| 4. Work/Life & Wellbeing | 10 mins | Team: Check-in on team members' well-being |
| 5. Action Items | 5 mins | Team: Review of action items from previous meeting |
| 6. Next Meeting | 2 mins | Chair: Announce date and location of next meeting |

11 Moderator Scorecard



Team Dynamics Scorecard

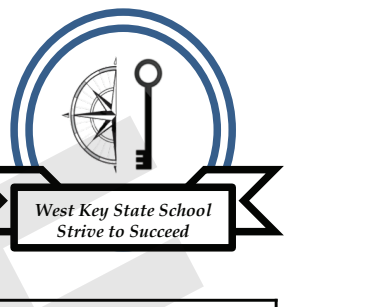
Team/Session | **Date/Duration** | **Moderator Initials**

Instructions: Use the scale below to rate how well factor applies to your team meeting. Please ensure the statements honestly and without overthinking your answers.

| Statement | Very High | High | Moderate | Low | Very Low |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Openness & Trust: Team members are open and honest in the discussion. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Active Listening: Team members listen to each other and respond to their comments. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Mutual Respect: Team members respect each other's views and opinions. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Constructive Feedback: Team members give and receive feedback in a helpful way. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Actionable Items: Team members agree on specific actions to be taken. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Total Score: [] / 50
Percentage Score: [] %

12 Collective Team Efficacy



| HPT 4 KPIs (Inputs) | CTE Domains (Outputs) | Pulse Question | Previous* | Current* | Example Improvement Strategies | Discussion Notes & Actions |
|---------------------------------------|--|---|---------------|---------------|--|---|
| KPI 1: Vision & Action | Mastery Experience (Job Satisfaction) | Your level of achievement and satisfaction at work. | 72.14% | 62.50% | Clear KPIs for role clarity in team chart. Regular review of purpose, vision & goals in action plan. Aligning activity cycle to maximise benefits of team meetings & professional development. | • Display Team Chart in admin area • Implement new activity cycle and in particular, buddy check-ins |
| KPI 2: Performance Reporting | Social Persuasion (Performance Feedback) | Regularly giving and receiving feedback with members of your team. | 64.29% | 63.34% | Use of data wall huddles to track progress. Using effective protocols in team meetings to address hot issues and progress strategic inquiry. Timely cycles of observation and feedback. | • Acknowledging others - more praise & feedback • Implement fortnightly huddles to give each other feedback and seek assistance on any challenges |
| KPI 3: Leveraging Diversity | Victorious Experience (Peer Support) | Communicating effectively and openly sharing with members of your team. | 76.43% | 80.12% | Effective team communication, sharing and peer mentoring. Understanding conflicting personality types, above and below the line behaviour charts and protocols for difficult conversations. | • Going well currently • Start weekly morning tea • Refer to above and below the line chart at the beginning of team meetings |
| KPI 4: Work/Life & Wellbeing | Affective States (Work/Life & Wellbeing) | Your Level of satisfaction with your work/life and wellbeing. | 64.29% | 67.19% | Regular buddy check-ins. Weekly team pulse with monthly scorecard and goal setting. Regular team building, use of ice breakers in meetings, increased awareness of work/life needs. | • Use ice-breakers at the beginning of each meeting and huddle • Do a quick one word barometer at the beginning of each day • Implement buddy check ins |
| Collective Team Efficacy Score | | | 69.29% | 68.28% | *Combined average of all team scores | |