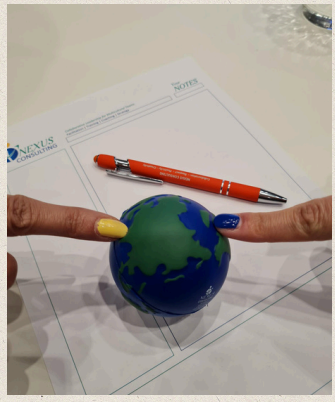
NEXUS CONSULTING

The 6 C
of a happy & performing Team

Our mission:

Make people **happy**
and better **performing**
working a **team**







High-performing teams

High-performing teams are built on six fundamental principles that transform a good team into an exceptional one.



CLARITY OF VISION, ROLES AND RESPONSIBILITIES AND COMMUNICATION CHANNELS

Everyone knows where the team is headed, who is responsible for what, and how information flows.

To do:
Create a one-page team charter:

- shared objective,
- each person's primary responsibility,
- communication norms. Review it every quarter.



CONFIDENCE, TRUST AND PSYCHOLOGICAL SAFETY

Team members trust one another's abilities and feel safe taking risks, admitting mistakes, and challenging ideas without fear of repercussions.

Practice to adopt:
When someone admits a mistake, respond with “What can we learn from this?” rather than “Who made this mistake?”



CAPABILITY AND COMPLEMENTARY SKILLS

The team has the right mix of technical skills, experience and diverse perspectives to meet the challenges ahead.

To do
Map your team’s skills every quarter.
Identify critical gaps and create targeted learning opportunities: training, mentoring or hiring.

High-performing teams

Start with the C that seems most fragile in your team today, and build from there.



CONSTRUCTIVE AND OPEN COMMUNICATION

Information flows freely. Feedback is direct, timely and focused on improvement rather than criticism.

To do

Practice “disagree and commit”: encourage debate during decisions, but once a decision is made, everyone commits to it fully.



COMMITMENT AND SHARED ACCOUNTABILITY

Everyone holds themselves and one another accountable for collective results. Success and failure are shared.

Practice to adopt:

End your planning sessions with a verbal commitment from each person in front of the team.



CONTINUOUS IMPROVEMENT

The team regularly reflects on its processes, experiments with new approaches and treats setbacks as learning opportunities.

To do

Every two weeks, ask yourselves three questions:

- What is working?
- What do we stop?
- What do we try next?

NEXUS CONSULTING

High-performing teams

In a nutshell

Daily

CONFIDENCE, TRUST AND PSYCHOLOGICAL SAFETY

When someone admits a mistake, respond
with “What can we learn from this?”
rather than “Who made this mistake?”

CONSTRUCTIVE AND OPEN COMMUNICATION

Practice “disagree and commit”: encourage debate during decisions, but once a decision is made, everyone commits to it fully.

COMMITMENT AND SHARED ACCOUNTABILITY

End your planning sessions with a verbal commitment from each person in front of the team.

CONTINUOUS IMPROVEMENT

Every two weeks, ask yourselves three questions:

- What is working?
- What do we stop?
- What do we try next?

Quarterly

CLARITY OF VISION, ROLES AND RESPONSIBILITIES AND COMMUNICATION CHANNELS

Create a one-page team charter:

- shared objective,
- each person's primary responsibility,
- communication norms. Review it every quarter.

CAPABILITY AND COMPLEMENTARY SKILLS

Map your team’s skills every quarter.
Identify critical gaps and create targeted learning opportunities: training, mentoring or hiring.