



Leadership Playbook: Three Steps to Team Performance

FOUNDER BIO

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Wall Street → Real Estate Entrepreneur → Business Tech

Lazard: Restructuring Banker

- One of the top Investment Banks.

Angelo, Gordon & Co: Investment Analyst

- One of the top Hedge Funds.

DRGinvest: Managing Partner

- Bootstrapped diversified real estate business from zero to \$30m revenue and 150 people.

The INFIN: Founder & CEO

- Helping managers and leaders at every level to get top performance from their team while releasing their management burden.

MANAGING PEOPLE IS HARD...

...I LEARNED (THE HARD WAY) FROM MY OWN 10-YEAR MANAGEMENT JOURNEY

As leaders and managers, we want the best for our team and for our company. But why does this often mean getting the worst for ourselves?

- **Why is it the manager's job to get good performance out of the team?**
- **What does it take to automatically get teams to bring their best effort?**
- **How can you align the incentives of the individual with the performance of the team?**

75% of managers report experiencing burnout,⁽¹⁾ while employee engagement is only 31%.⁽²⁾

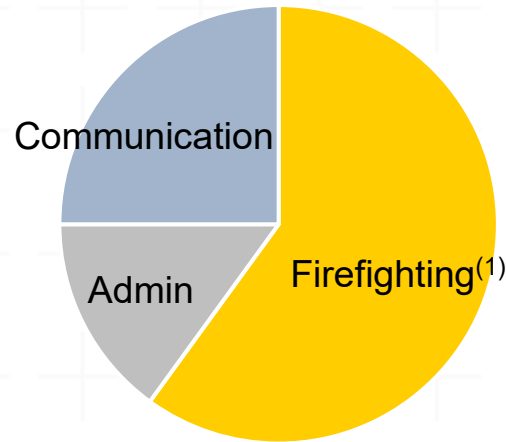
Despite maximum effort, managers are not successful in getting top performance from their teams.

[\(1\) HR Daily Advisor](#)

[\(2\) Gallup](#)

MANAGERS SHOULDN'T 'MANAGE'

MANAGERS ARE UNDER-PREPARED AND OVER-SCHEDULED



Managers don't have the time



Managers don't have the training

But... it seems managers don't have any other option.

[\(1\) Achievelt](#)

[\(2\) PeopleMatters](#)

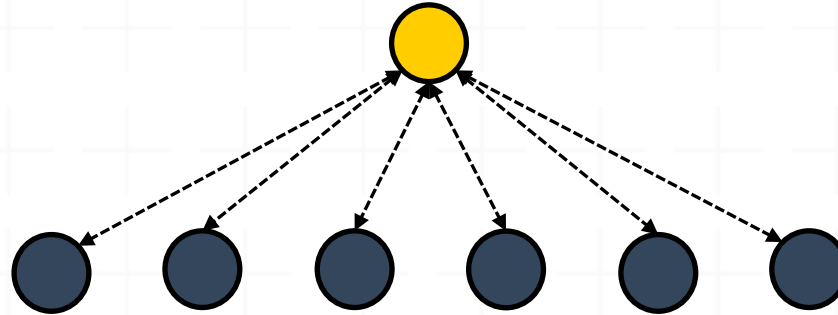
WHAT DO MANAGERS NEED?

Managers need their teams to hold themselves accountable and bring their best every day.

But how do you do it without harping on everyone all the time?

MOST MANAGERS CENTRALIZE

THE BOSS IS ISOLATED AND THE TEAM BECOMES DEPENDENT ON THEM

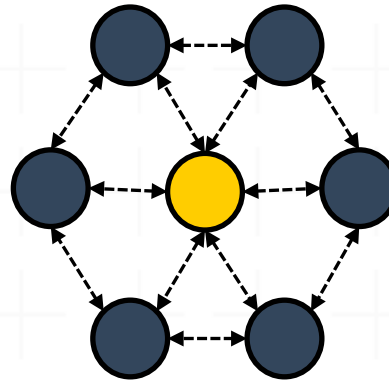


The boss keeps everyone on task, administers reward and punishment, and is accountable for overall performance.

The Incentive is to be political.

TOP MANAGERS DECENTRALIZE

EACH PERSON BECOMES RESPONSIBLE FOR TEAM SUCCESS



The boss sets up a system where everyone is accountable to the rest of the team for their personal contribution.

The Incentive is to serve your team.

WHAT IS THE DIFFERENCE?

HIGH PERFORMANCE REQUIRES SHARED RESPONSIBILITY

ITS ALL ON THE BOSS:

- ✗ No individual initiative or accountability without reward or punishment.
- ✗ Political incentives, rumor mill, infighting and mistrust.
- ✗ Only the boss is responsible for keeping everyone on task and in line.
- ✗ Only one place to go for the team to solve problems.
- ✗ Culture of blame and finger-pointing.

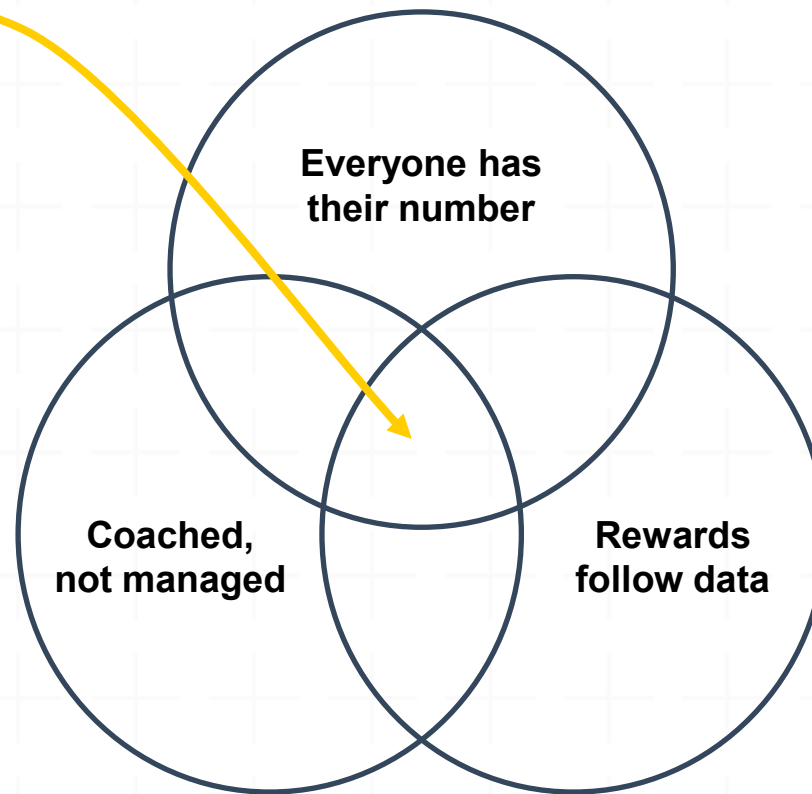
ITS ALL ON THE TEAM:

- ✓ Outcomes are shared by the team. Everyone has aligned interests.
- ✓ Incentive is to serve the interest of the team. Trust is a byproduct.
- ✓ Everyone helps maintain the standards. Everyone holds sway over everyone else.
- ✓ Everyone empowered and encouraged to work it out at the source.
- ✓ Culture of ownership and accountability.

THREE ASPECTS OF THE BEST TEAMS

GET THE DATA, COACH THE DATA, REWARD THE DATA

**The best teams have
these three dynamics.**



THREE STEPS TO TEAM PERFORMANCE

SKIN IN THE GAME = ACCOUNTABILITY

1. Get everyone their number

2. Be coach, not manager

3. Reward accordingly

Does each person have a metric that they alone are responsible for?

- If only they are responsible for it, they are accountable to its improvement.

Can each person influence their metric from their own initiative?

- For it to be motivating, each person must have the ability and agency to make the change they seek.

Is each metric transparent (even if no names are attached)?

- Each person must understand where they stand compared to everyone else.

THREE STEPS TO TEAM PERFORMANCE

SKIN IN THE GAME = ACCOUNTABILITY

1. Get everyone their number

2. Be coach, not manager

3. Reward accordingly

Do you know what it takes to support each person as they pursue their own growth?

- Instead of each person on the team pursuing your agenda, you help them with theirs, while aligning it with yours.

Do you have the data to support and coach each person exactly how they want?

- Everyone on your team has a different style of learning and growth. Support them exactly how they best respond.

Do you have the willingness to respond to underperformance and make hard choices?

- The coach must decide who plays the biggest games and who gets cut.

THREE STEPS TO TEAM PERFORMANCE

SKIN IN THE GAME = ACCOUNTABILITY

1. Get everyone their number

2. Be coach, not manager

3. Reward accordingly

Are compensation and bonus changes allocated based on politics, or data?

- If only the boss makes these choices, the political incentive will remain in full force.

Is responsibility, credibility, and recognition allocated based on politics, or data?

- If only the boss makes these choices, the political incentive will remain in full force.

Are promotions and capital deployment allocated based on politics or data?

- If only the boss makes these choices, the political incentive will remain in full force.

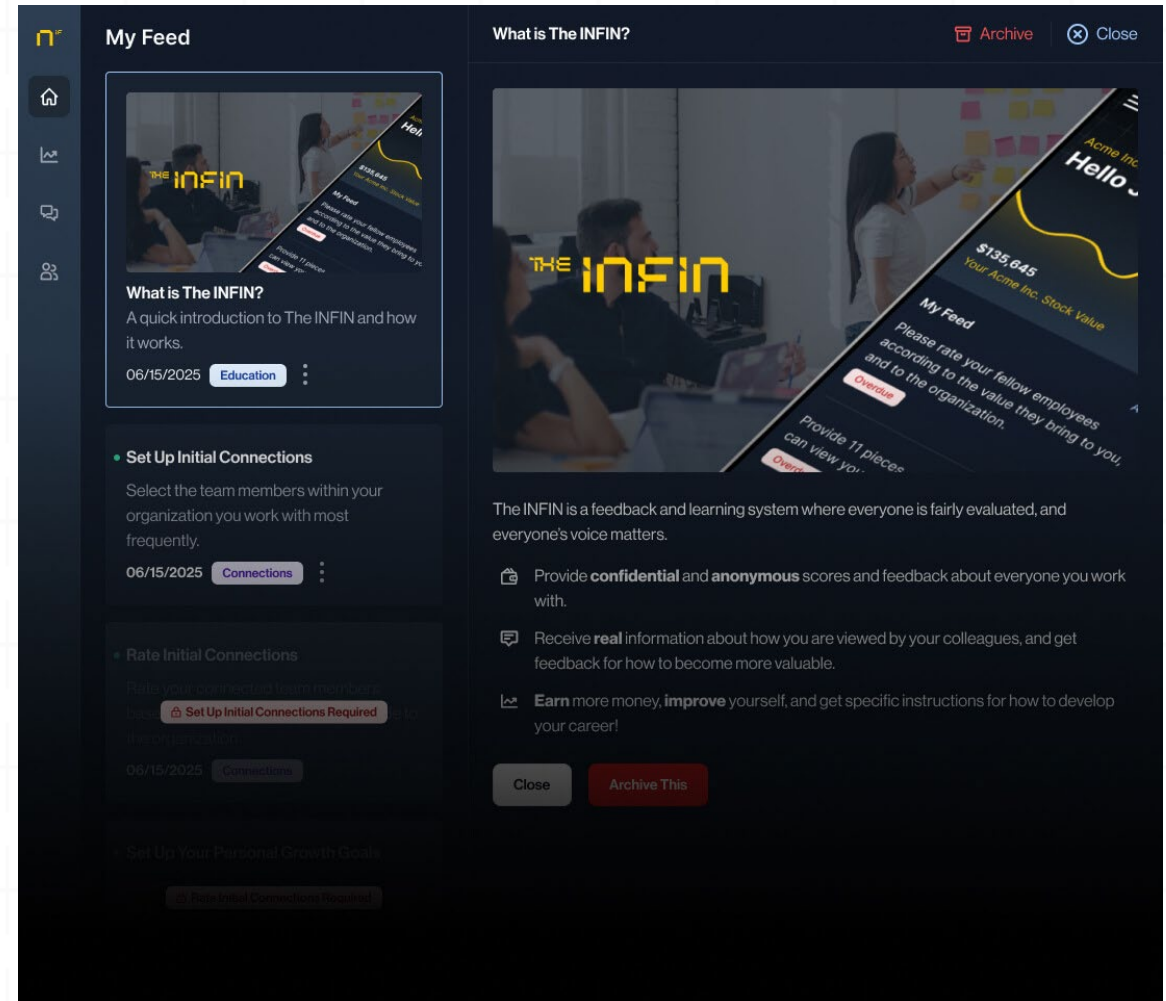
MAXIMIZE YOUR TEAM'S PERFORMANCE

WANT THE TOOLS TO INSTANTLY CREATE THIS DYNAMIC?

The INFIN platform creates the data and reward systems for high performance.

- Get each person the metric that instantly creates accountability and ownership.
- Get the transparency you need to coach, not manage your team.
- Get the right incentives to align individual interests with team outcomes.

[CLICK TO SCHEDULE A MEETING](#)



YOUR TURN!

If you're leading a team in a technology or service business, we can help you instantly create the accountability culture you crave.

Schedule a meeting today to learn how much more effective your team can be.

[CLICK TO SCHEDULE A MEETING](#)