

# HOW TO ELEVATE YOUR TEAMS THINKING AND PERFORMANCE

## Identify how your team think

If you want to be a great leader, a key skill you need is to be able to identify your team's individual thinking patterns. By unlocking these you can understand when they are in a place of un-resourceful thinking and lack of action, which can be disruptive and unprogressive. This guide will teach you how to coach them to a place of resourceful thinking and positive action to ensure the team and business are moving forward.

## Cause and effect

Being at cause is being able to take responsibility and know there is a choice in the next action. Being at effect is believing that everything happens to you and you have no influence or control and therefore are not responsible.

All human beings are responsible for everything they do. No, you are not responsible if someone lets you down or is rude to you, but you are responsible for how you choose to respond.

"Life is 10% what happens to us and  
90% how we choose to respond"

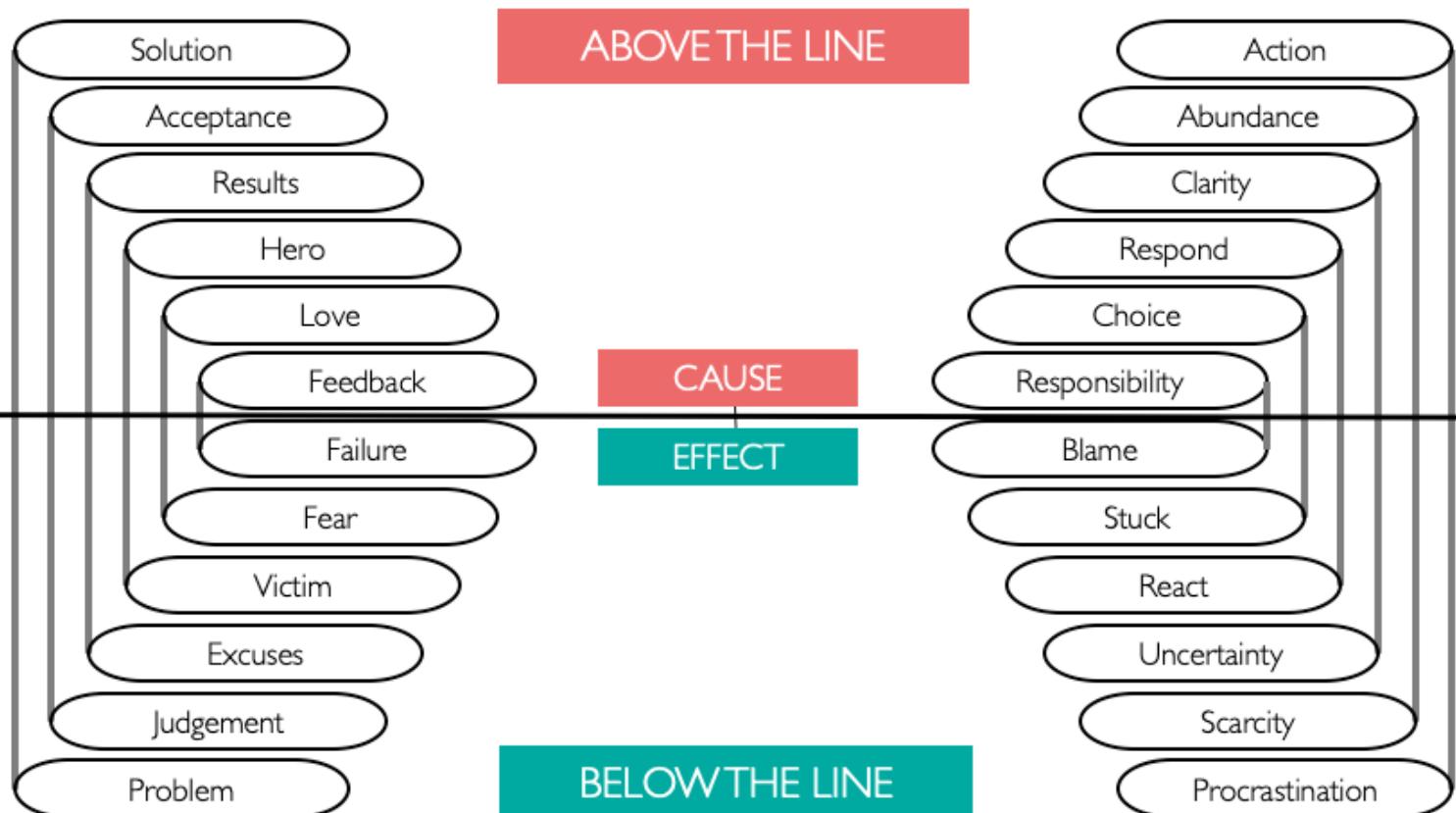


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## How to identify if you or your team are at cause or effect

The model below shows you how you would be thinking if you are at 'cause' and working in the 'above the line' thinking'. Underneath is if you are at 'effect' and therefore in the 'below the line' thinking.

You will see each circle is connected by a line as they work in partners. So, for example if you are at 'effect' and procrastinating, on the opposite end, someone who is at 'cause' would be taking action. By identifying where you are currently you can see the direction you need to take.



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## How to coach from effect to cause

The most important thing is to start from a place of empathy. Put yourself in their shoes and really listen to their concerns. Clarify and make sure you have understood them.

The key skills in coaching are listening, patience, and curiosity. If you provide them with the solution and move them to cause, you are just putting a temporary plaster over the problem. They will find themselves back at 'effect' again very soon.

By using effective questions and staying fully present with them, you will guide them to become their own coach so they can identify themselves when they are moving between 'cause' and 'effect'. It's a wonderful gift you can give to your team to help them grow and feel empowered in their own development.

## Change your words, change your results

### FROM

"Why did you do that?"



### TO

"Tell me more about that decision,  
what was the thinking behind that?"

**WHAT? WHEN? HOW?**

"You did well, but I'd like to  
see more next time!"



"You did well and next time there is a  
real opportunity to share more of what  
you can do."

**'AND' NOT 'BUT'**

"It will never work."



"What would it look like if we..?"

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BE VERY CAREFUL WHAT YOU SAY TO  
YOURSELF BECAUSE SOMEONE VERY  
IMPORTANT IS LISTENING...YOU

- John Maxwell



Transform your mind and your team's mind to  
solution-focused thinking and you will transform  
your results.



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