

Q09. My associates or fellow employees are committed to doing quality work.

Help Me Feel Proud

Trusting that one's coworkers share a commitment to quality is vital to excellent team performance. All employees need to be in an environment where there is mutual trust and respect for one another's efforts and results. This starts with a deep awareness of work standards and team expectations.

By a 6-to-1 margin, people are more upset with a colleague who has the ability but doesn't try than a colleague who tries hard but doesn't have much ability.



Three Important Things to Focus on

- 1 Culture.** Quality is a priority in the organization, and standards are upheld at all levels.
- 2 Individual Commitment.** Individuals take responsibility for their actions and deliver the highest quality standards.
- 3 Team Commitment.** Teams feel comfortable questioning, confronting and being vigilant about what's right.

Engaging Conversation Starters

Q09. My associates or fellow employees are committed to doing quality work.

You set performance standards and ensure that team members adhere to them. Doing this creates an environment in which team members understand what's expected of them at work and promotes a culture of top-quality work. Talk with your team members about what "quality" means to them.

Quick Connect Conversation

A Quick Connect is a one- to 10-minute conversation to stay connected with employees and their short-term work.

Questions to Ask	Sharpen Your Approach
When do you feel the most pride in your work? What gets in our way of doing quality work every day? When was the last time you spoke with a team member about quality?	Regularly communicate the importance of taking pride in one's work. Intervene when poor work compromises the team's quality.

Team Check-In Conversation

A team Check-In is a 10- to 30-minute conversation to discuss team successes and current needs while still keeping a focus on the team's future work.

Questions to Ask	Sharpen Your Approach
What is our team known for? How do we know when we have done quality work as a team? What gets in our way of producing quality work every day?	Discuss ways employees can encourage one another to increase their work quality.

Individual Developmental Conversation

Developmental conversations are typically 10 to 30 minutes. They help assess and identify employees' engagement needs.

Questions to Ask	Sharpen Your Approach
When do you feel the most pride in your work? How do you know when you have done a great job? How do you measure the quality of your work? What is a recent example of when you did more than your standard work to ensure quality? When did you last see a fellow employee do more than their usual work to ensure quality? What do you do when you see employees not doing quality work?	Confirm that this employee feels that the right systems, processes and checks are in place to support quality and that it receives the right level of priority.