

TEAM TALK

Good Work Design:

Enhancing performance



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This team talk is part of a series created to help you discuss good work design with your team. Read the team talk to your team and use the questions to start a discussion.

Introduction

Effectively performing in our jobs is key to feeling engaged, motivated and satisfied at work.

However, research shows that only 2 in 10 employees strongly agree that their performance is managed in a way that motivates them to do outstanding work.

Comcare's [Enhancing performance](#) video and [better practice guidance](#) outline how great managers enhance the performance of their team. Let's watch the video—which is designed for managers but has messages that are relevant for all of us.

How to enhance performance

Be clear about expectations:

We work best when we know the purpose of the work and what is expected of us. We need to know **what** we need to do, **why** we need to do it and **when** we need to do it by.

- Talk to your manager and team-mates when you don't feel 100% clear on what you need to do. Often, when you are not clear on what is expected, others feel the same and talking about it can benefit everyone.
- Ask clarifying questions or seek guidance if timelines change.

Focus on strengths:

People who work in a strengths-based environment learn their roles faster, produce higher quality work, stay with their organisation longer and are more engaged. Focusing on weakness is often ineffective and demoralising.

- Talk to your team-mates and your manager about what your strengths are. Look for opportunities to use your strengths every day.
- Think about how you can shape your work for a better alignment with your values, strengths and passions.

Prepare for your future performance:

You can't change past performance, but you can learn from it and positively influence the future.

- Most people want to grow personally and professionally. Think about your career goals and motivations and seek [development opportunities](#) in line with your goals.
- Be open and seek out feedback. We all need feedback to inform changes that will help us lift our performance. When you get some useful feedback think about how you can use it in your upcoming work.

Check in regularly with your manager and team:

- Keep a conversation going where you can let others know what's going well in your role, what you're finding challenging, how you are feeling, what support you need and whether you need more feedback.
- Provide constructive feedback and praise individuals and teams when good work is delivered.



Seek and provide feedback



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Discussion

- What strengths do we have in our team?
- What aspect(s) of your work do you enjoy the most?
- What opportunities are there to better align our work to our individual values, strengths and interests?
- How and when do we give and receive feedback? Is the feedback we receive useful, and do we get it at the right time?

Notes

This section can be used to record agreed actions arising from your discussion and/or attendance.

Research shows that the highest performing teams believed that 'I have the chance to use my strengths every day.'

Ott, J Reinventing Performance Management: A Deloitte Case Study, 2017

