



Optimising team dynamics for high performance

KEY TAKEAWAYS

Facet5 Live 
The SESSIONS

The background of the entire image is a grid of approximately 25 small, square portraits of diverse individuals of various ages and ethnicities, all smiling. The portraits are semi-transparent and arranged in a grid pattern.

High-performing teams aren't found - they're built.

Intentional selection beats convenient assembly
every time.



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Teams should be built by design, not default.

Too many teams are assembled reactively: “Who’s available?” becomes the main selection criterion. But great teams don’t come together by chance - they’re the result of **deliberate planning and careful design**. High-performing teams are built with a clear purpose, chosen for their complementary skills, and united around shared ownership of outcomes.

Random doesn’t equal diverse, and availability doesn’t equal qualification. Start with clarity around your goal, then curate the team around what success will demand.




Diversity is a fact. Belonging is the outcome.

We often reduce DEI to a corporate checklist or buzzword - but Martha reframed these ideas in a more powerful, personal way:

- **Diversity** is a fact - we're all different.
- **Equity** is a choice - ensuring everyone has what they need to succeed.
- **Inclusion** is an action - inviting and valuing every voice.
- **Belonging** is the outcome - when people feel seen, heard, and safe to be themselves.

This isn't just semantics. It's a reminder that DEI isn't about optics—it's about creating the conditions where *people and performance thrive*.





Inclusion is an action - belonging is the result.

True performance starts when people feel
they can fully show up.



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Psychological Safety powers performance.

Teams that perform best are not the ones that make the fewest mistakes - they're the ones that talk about mistakes openly. Psychological safety allows people to take interpersonal risks: asking questions, sharing ideas, admitting when they don't know something, or suggesting a new direction.

Without safety, teams become cautious and competitive. With it, they become bold and collaborative. Psychological safety isn't about being "nice" - it's about being real, honest, and human.



Trust isn't a vibe - It's a discipline

Trust doesn't just happen—it's earned and cultivated. Martha introduced a practical framework to measure and build trust:

Trust = (Credibility + Reliability + Intimacy) ÷ Self-Orientation

- **Credibility:** Do I have the expertise?
- **Reliability:** Do I follow through?
- **Intimacy:** Am I willing to be open and real?
- **Self-orientation:** Is this about me, or the team?

The most trusted team members show up consistently, contribute authentically, and put the team's success ahead of their own ego.





The best teams make mistakes and talk about them.

Psychological safety fuels courage, not comfort.



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Collaboration costs more than you think - If done poorly

Team dysfunction isn't just frustrating - it's expensive. Research shared in the session revealed:

- Disengaged employees cost the global economy **\$8.8 trillion**.
- Poor communication costs companies **millions per year**.
- Misaligned teams reduce productivity by up to **25%**.

Collaboration done well is powerful. But when done without intention—without trust, clarity, or the right mix of skills—it leads to rework, wasted time, and poor outcomes. Investing up front in how the team works together pays off exponentially in the long run.



Not every context needs maximum diversity.

This may sound surprising in a conversation about inclusion, but context matters. Sometimes, having too much diversity of thought or approach - particularly in **time-critical or low-complexity situations** - can slow teams down.

Think about emergency response units or surgical teams. In these moments, what's needed is alignment, clarity, and rapid execution - not brainstorming or experimentation.

The real question is: *What kind of diversity does this team need to succeed?*

Be specific. Be strategic. And build accordingly.



Facet5's Teamscape report makes the invisible visible

One of the most useful tools in Martha's kit is Facet5's Teamscape, which helps surface the often-invisible dynamics that affect team performance. These include:

- Personality styles
- Decision-making approaches
- Conflict preferences
- Energy levels
- Inclusion needs

Too often, we only learn these things after problems arise. Teamscape helps you learn them beforehand, so you can design teams and interventions with intention.

This makes your team setup proactive rather than reactive—and saves valuable time, energy, and trust.



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A poorly built team costs more than you think.

Miscommunication, rework, and disengagement
drain performance.



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Trust is the air teams breathe

“Air is a basic need. Trust is the air for teams.”

Without trust, people hold back. They self-censor. They disengage. With trust, they show up, speak up, and lift each other up.

Trust enables creativity, problem-solving, and ownership. It fuels belonging and accelerates performance. You don't need trust falls. You need honesty, consistency, and shared purpose.

Trust is not a soft skill - it's the foundation.





Lifting the lid on team and group coaching

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