



FREE TASTER

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# STEP Lite

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A condensed Module 1 on trust and relationships: one team exercise and a 30-day trust behaviour plan

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About 20 minutes to read and prepare. About 45 minutes to run the team exercise. Then 30 days of small, deliberate habits.

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Name

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Date

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**STARBUCK & ASSOCIATES**

COACHING & LEADERSHIP DEVELOPMENT

## Team effectiveness in six one-hour modules

STEP Lite is a shorter, digital route through the Starbuck Team Effectiveness Pyramid. It is for teams who want practical progress without committing to a longer programme.

It helps with the everyday signs that a team is not quite working: people keeping their heads down, disagreements that go underground, priorities that are unclear, and actions that quietly slip.

There are six one-hour modules. Each one has an introduction video, a workbook with reflective thinking, team tools and action planning, and a learning presentation with pause points so you can stop and discuss as a team. You finish with a team charter, practical tools and 30-day behaviour plans.

### What is inside

| PART                           | WHAT YOU GET                                                                  |
|--------------------------------|-------------------------------------------------------------------------------|
| <b>Trust and relationships</b> | Building the foundation of the pyramid (sampled in this taster)               |
| <b>Conflict</b>                | Making healthy debate normal                                                  |
| <b>Commitment</b>              | Agreeing priorities everyone stands behind                                    |
| <b>Accountability</b>          | Following through, and holding each other to it                               |
| <b>Results</b>                 | Keeping the team focused on shared outcomes                                   |
| <b>In every module</b>         | Introduction video, workbook, team tools and a presentation with pause points |
| <b>By the end</b>              | A team charter, practical tools and 30-day behaviour plans                    |

#### HOW TO USE THIS TASTER

Read page 3 yourself. Run the exercise on page 4 with your team, then each person completes their own 30-day plan. Page 5 shows what the other modules add.

## Module 1: trust at the base

Trust sits at the base of the pyramid because everything else depends on it. Without it, people will not risk disagreeing openly, so commitment is shallow, accountability feels personal and results suffer.

### Vulnerability-based trust, in everyday terms

The idea of vulnerability-based trust comes from Patrick Lencioni's work on teams. It is not about sharing personal secrets. It is about being willing to be honest about your limits at work, and trusting that colleagues will not use it against you.

| IT SOUNDS LIKE                                        | INSTEAD OF                                  |
|-------------------------------------------------------|---------------------------------------------|
| "I got that wrong. Here is what I am doing about it." | Quietly fixing it and hoping nobody notices |
| "I am not sure how to do this. Can you help?"         | Struggling alone until the deadline         |
| "You know more about this than I do."                 | Protecting your status in the meeting       |
| "I was short with you yesterday. Sorry."              | Letting it pass and moving on               |

### Why the leader goes first

Teams watch how the leader responds to mistakes and how open the leader is about their own. If you want others to be honest about what is not working, you need to show it first, in small, genuine ways.

#### EXAMPLE

At the start of a team meeting, Chris says: "I underestimated how long the tender would take and it has squeezed everyone. I should have raised it a week earlier." Two team members then mention delays they had been sitting on. The meeting deals with real problems for the first time in weeks.

## A team exercise and your 30-day plan

Team exercise: choose one (about 45 minutes)

| OPTION                         | HOW IT WORKS                                                                                                                                                                       |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Personal histories</b>      | Each person answers three questions: where they grew up, their first job, and one challenge that shaped them. Two or three minutes each. Only share what you are comfortable with. |
| <b>Working-with-me profile</b> | Each person shares how they work best, what frustrates them, how they like to receive feedback, and one thing people often get wrong about them.                                   |

Close by asking: what surprised you, and what will you do differently because of it?

### My 30-day trust behaviour plan

| WEEK          | ONE TRUST BEHAVIOUR I WILL PRACTISE | HOW I WILL KNOW I DID IT |
|---------------|-------------------------------------|--------------------------|
| <b>Week 1</b> |                                     |                          |
| <b>Week 2</b> |                                     |                          |
| <b>Week 3</b> |                                     |                          |
| <b>Week 4</b> |                                     |                          |

At the end of 30 days, what has changed in how the team talks to me, and to each other?

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## What the full course adds

This taster is a condensed version of Module 1. The full course gives you all six modules, each with its introduction video, workbook, team tools and a learning presentation to run with your team.

- 1 Trust and relationships.**  
The full Module 1, with more team tools and action planning.
- 2 Conflict.**  
Turning avoided disagreement into useful debate.
- 3 Commitment.**  
Leaving meetings with clear decisions people back.
- 4 Accountability.**  
Following through, and raising it when others do not.
- 5 Results.**  
Keeping shared outcomes ahead of individual agendas.
- 6 What you leave with.**  
A team charter, practical tools and 30-day behaviour plans.

### Who gets most from it

- Team leaders who want a clear structure to run sessions themselves
- Teams that want practical progress in short, regular sessions
- Organisations testing team development before a longer programme

#### HOW PEOPLE USE IT

Many teams run one module a week or fortnight in an existing team slot, using the pause points to talk things through. Between modules, each person works on their 30-day behaviour plan.

# What I am going to do

Two or three small changes that you actually make will do more than a long list you never start.

## My three actions

| WHAT I WILL DO | WHEN | WHO I WILL TELL |
|----------------|------|-----------------|
|                |      |                 |
|                |      |                 |
|                |      |                 |

## Coming back to this

Put a date in your diary about a month from now and answer these three questions.

What has changed since I did this taster?

What did I not get to, and what got in the way?

What am I carrying forward?

READY FOR THE FULL HUB?

### STEP Lite

Six one-hour digital modules on the Team Effectiveness Pyramid, each with a video, workbook, team tools and presentation, ending in a team charter.

£249 per person, one-off, inc. VAT

Enrol at [academy.starbuckassociates.com/courses/team-effectiveness-program-2](https://academy.starbuckassociates.com/courses/team-effectiveness-program-2)

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