

Better Teams

# TAKE OFF

How the Best get Better



Prepared by  
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**THE PRESSURE ON  
TEAMS IS CAUSING  
TEAM RUPTURE,  
DYSFUNCTION AND  
DISHARMONY  
AT EPIDEMIC  
LEVELS.**

## IS YOUR TEAM...

- ✓ Trying to do more with less, for too long?
- ✓ Where excessive workload is becoming 'normal'?
- ✓ Where staff are leaving and are hard to replace?
- ✓ Where your leaders are burnt out?
- ✓ Where people are frustrated and morale is dropping?
- ✓ Where mistrust and gossip are spreading?


# EMOTIONAL RESPONSES AND OUR 'FEELING SENSE' ARE EXPRESSED IN OUR COMMON LANGUAGE.

## YOUR TEAM MAY BE FEELING...



*Like the background music in a movie, which creates the emotional atmosphere for everyone's experience.*

*We can have the best cast, director, producers, script and equipment, but if the atmosphere is wrong, we don't have a blockbuster.*



***Like a team running onto the pitch after half-time, with a renewed sense of purpose, motivation, and team spirit.***

**When human beings interact in these environments, they instinctively see threat, and react accordingly by withdrawing (disengaging) to find their own safety.**

This reaction can affect the entire team's dynamics, affecting everyone differently. Systemic solutions alone can't fully address these human-centric issues.

**Sustainable performance requires focusing on the team's emotional core, fostering safety, trust, and belonging.**

I specialise in coaching high-performing teams to achieve this, tailoring solutions to each team's unique challenges and environment.

**I don't provide 'off-the-shelf' programs because your team will not have 'off-the-shelf' problems.**

My approach is not one-size-fits-all; it's customised to establish the essential elements of Safety, Trust, and Belonging for long-term success. Let's talk about elevating your team.

This is **HOW THE BEST GET BETTER.**



**Let's have a conversation around how I can help your team achieve sustainable peak performance.**

# THE PROGRAM



## Better Teams TAKE-OFF

How the Best get Better

**Mark works with high-performing teams, under high pressure and in fast-moving environments. Teams facing extreme adversity, at the very edge of their capacity, and where dysfunction threatens sustainable performance.**

	STATE OF TEAM	FEELING OF TEAM
x4	THRIVING	BELONGING
x2	TRANSFORMING	TRUSTING
x1	TURNING	SAFE
-1	TREADING	UNCERTAIN
-4	TROUBLESOME	UNSAFE

As a starting point, we work as a team to honestly and authentically determine where on this matrix our team currently performs.

We determine what challenges the team faces in their everyday work, and we develop strategies to improve Safety, Trust and Belonging in the team.

If Burnout is the primary challenge, we tackle that. If there are other issues we identify those and create safety and recovery around those.

We teach **RADICAL SELF-CARE** and **RADICAL TEAM-CARE** as the bedrock of wellbeing, using my **MENTAL PRE-HAB®** approach as the bedrock of transformation, to ensure continued focus on eliminating the challenges that rupture and interrupt the team.

# THIS PROGRAM DELIVERS **TANGIBLE AND SUSTAINABLE** VALUE IN A NUMBER OF KEY AREAS:



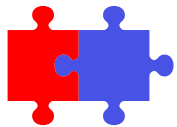
**4 X ENGAGEMENT** (Gallup research tells us engaged team members are four times more effective in delivering higher productivity).

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**2 X JOB SATISFACTION** (Team members learn how their contribution is worthwhile and have a reliable way to measure this).

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**2 X STAFF RETENTION** (the program cost is rewarded in multiples due to increased team loyalty, reduced costs on recruitment and training, retention of corporate memory, and greater EVP and reputation).

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**INCREASED CAPABILITY** (Delivering in a changing landscape through deepening network and support)

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**OPTIMISED TEAM CULTURE** (The science of Belonging and Mattering to amplify self-care and team-care. Looking out for each other).

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**SUSTAINABLE PEAK PERFORMANCE** (using Mental Pre-hab © Process to transform cohesion and mutual support).

# WHAT WE NEED FOR TEAM PERFORMANCE

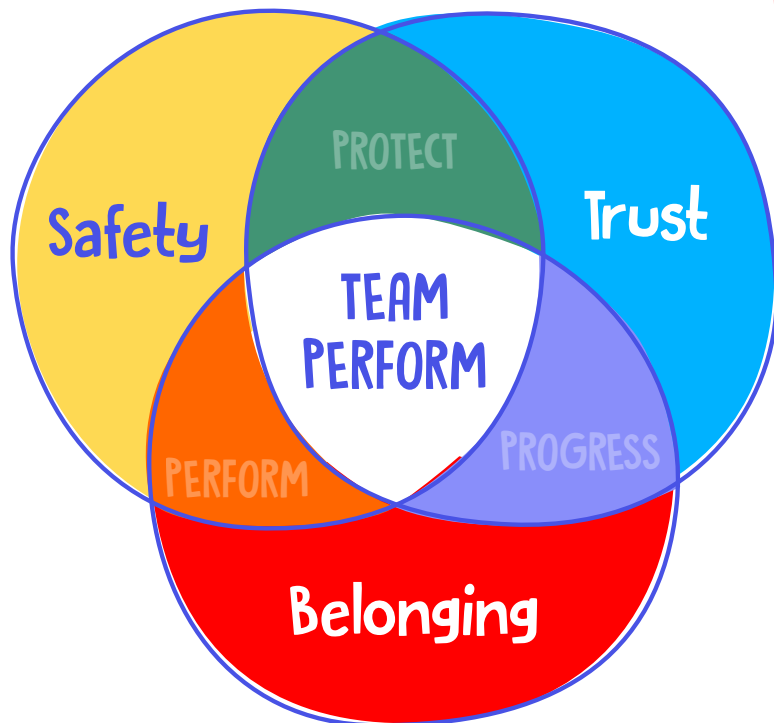
## SAFETY

In today's fast-paced and competitive work environments, high performing teams are crucial for success. A key factor that sets these teams apart is **Safety**.

**PSYCHO-LOGICAL SAFETY** is where every team member feels safe to take risks, speak up, and share their ideas without fear of judgment or reprisal.

**PSYCHO-SOCIAL SAFETY** is where we eliminate those issues likely to cause mental health challenges in your people.

**This is how the best get better.**



## TRUST

That level of safety fosters a culture of **TRUST**, collaboration, and innovation. But it needs a sense of **BELONGING** felt by everyone in the team. **No room for fear.**

Can you say everyone in your team feels safe enough to speak up? Having diverse perspectives is a key driver of innovation and success in high performing teams. But we have to play the ball, not the player.

When team members feel psychologically safe, they are more likely to share their unique challenges, which strengthens belonging in a team.

This collaboration leads to better problemsolving, deeper engagement and more creative solutions.

## BELONGING

Radical team care means looking out for each other, as much as we look after ourselves.

There are four elements to a strong sense of belonging:

**Seen**—you are recognised, rewarded, and respected by your colleagues.

**Connected**—you have positive, authentic social interactions with peers, managers, and senior leaders.

**Supported**—those around you give you what you need to get your work done and live a full life. These people may be peers and senior leaders.

**Proud**—you feel aligned with its purpose, vision, and values.

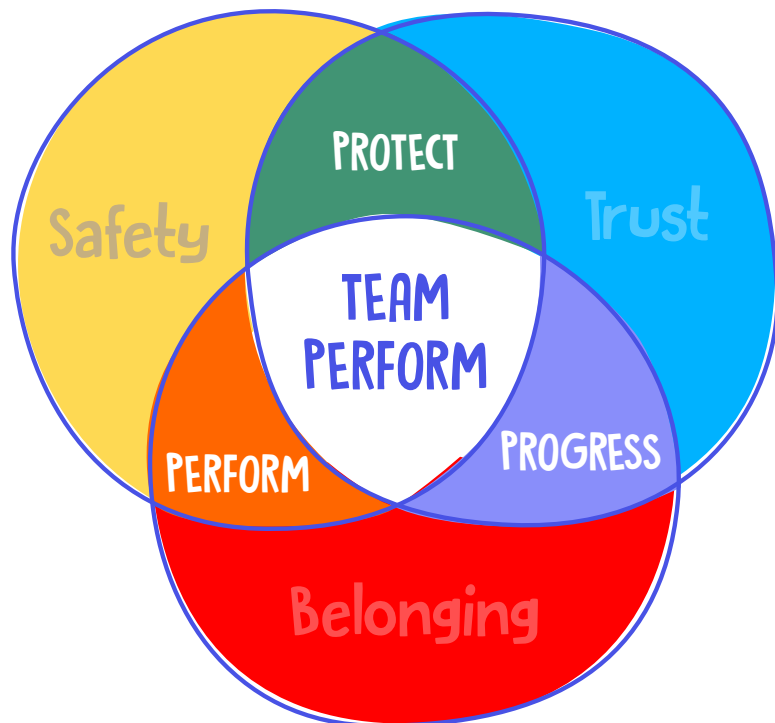
**SAFETY, TRUST and BELONGING depend on and support each other. You cannot have one without the other.**

# HOW WE CREATE BETTER TEAMS

## PROTECT

In team protection mode, we focus first on safety by illuminating team issues, going below the surface to truly understand them, often noticing what is 'not being said'.

Establishing trust is crucial; we must normalise being 'not okay' and explicitly assure support, as only 35% of employees feel their leaders have their backs, versus 75% of leaders who think they do. This nurtures trust and a sense of belonging, the cornerstone of a cohesive team.



## PROGRESS

To progress the safety, trust and belonging in a team we need to create a 'speak-up culture' where it is both 'safe and worth it' (to quote Stephen Shedletsky's work, 2023) to speak up for everyone.

When we are progressing through the team cohesion work, we foster and encourage an "I can't, but we can" team spirit. We do this through ensuring everyone is aligned to the common purpose and shared goals of the team, and the business.

## PERFORM

At our peak performance, we embrace a constructive, dynamic dysfunction, shifting away from mere harmony to foster innovation. We're comfortable with differences, nurturing psychological safety and deep trust.

This openness leads to authentic engagement, where each member's unique contribution matters more than their mere presence, fostering genuine team cohesion where we 'play the ball, not the player'.

***The outcomes of Safety, Trust and Belonging are to PROTECT, PROGRESS and PERFORM at our best. Shifting from a Troublesome team to a Thriving one with sustainable performance.***



# THE PROGRAM CONSISTS OF:



Diagnostic and Psychometric testing and exploration for **Self-care**, **Team-care** and **Resilience Buoyancy** to highlight presenting issues, and build an action plan to improve the team capability and conversations.



Facilitated group discussions to solve problems faced by team – the bedrock of the program.



Masterclasses in Psycho-education for **Self-care**, **Team-care** to focus on presenting issues, build an action plan to improve the team capability and conversations.



Mentoring for leaders to focus on presenting issues, build an action plan to improve the leader capability.



Unique software solution to create a highly valued, safe space for managers to ask, clarify or role play



Leaders and managers can ring or email at anytime regarding 'SOS' conversations.



# Better Teams TAKE-OFF

How the Best get Better

P R O G R A M

	 ESSENTIAL	 ELEVATE	 ELITE
Group Diagnostic and Psychometric testing as required.	✓	✓	✓
2 hours Group Coaching session every month with the entire team (ideally 8-12 members)	✓	✓	✓
Share a lunch together after the session. This practice has proven to be most effective in enhancing the team cohesion.	✓	✓	✓
1hr Leader Mentoring after lunch, to determine optimal approach to team dynamics.	✓	✓	✓
Every participant receives a copy of Mark's latest book "Up Yours – The Pursuit of Radical Self-care" to support their program.	✓	✓	✓
A personalised app, containing articles, goals, actions, to promote engagement and support each team member in their development.		✓	✓
30mins individual coaching for each team member during the month to work on team cohesion.		✓	✓
'Leader As Coach' training to develop and upskill the leader.			✓
15min Ask Me Anything check-in calls for the leader as needed throughout the program.			✓
<b>MONTHLY INVESTMENT</b>	<b>\$5,000</b> + gst	<b>\$8,000</b> + gst	<b>\$10,000</b> + gst

“Mark is a genuine mental health champion! I cannot recommend Mark enough to other organisations who care about their employees, and I look forward to learning and implemented more of what he shares in future sessions.”

“Every colleague in our team tremendously enjoyed working with Mark. Hands-on, tangible advice - no hot air but scientifically substantiated. Mark coached us through this difficult period of time. I recommend getting Mark in earlier than later which will save you in the end.”

“I am so pleased to endorse the work of Mark Butler - MAddBeh MGestTher CReC MPACFA(Clin) in a series of team sessions on how to identify fatigue and stressors in the workplace. One particular skill of Mark’s is his ability to be aware of the dynamic within the session and adjust his presentation to dive deeper into a topic or move on where needed. Thanks for your professionalism, Mark.”

“Mark was great to work with, as he took the time to understand our business and key concerns and adapted his training to suit our needs.”

“We worked with Mark on the program, ensuring the topics we wanted to talk about were covered and engaging. From the beginning, Mark listened, took on board our comments and delivered fantastic interactive and thought-provoking virtual sessions with our people.”

“In our Employee survey results Mark’s work received high praise as being one of the best initiatives we provided. Mark’s knowledge is deep, passion obvious and his warm, friendly, nature makes him a perfect business partner as he understands the modern-day issues that our work groups are facing and how to re-engage and tools and techniques to thrive.”

“We are so grateful for everything you do, Mark. You go above and beyond. There are not many partners like you, and we are lucky to work with you. I know the additional efforts you put in with our people. Thank you so much.”

“We have received great feedback from the training you ran for us, and already we can see people being more open in discussing mental health in our workplace and even some people seeking professional assistance with their own mental health, so for that we are very grateful.”



Mark is a mental health expert and strategist, clinical specialist, and best-selling author. He specialises in up-skilling individuals and organisations to deal effectively with mental health challenges and create the conditions for peak performance.



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