

The HR Manager's Playbook:

Creating High Performance Teams



Foreword

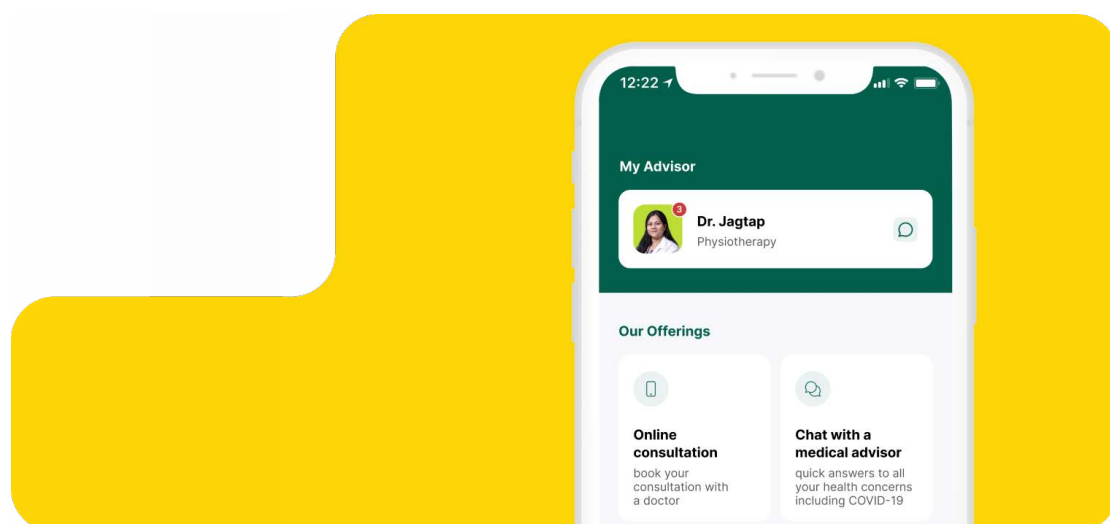


High-performance teams are essential for success in the modern workplace. The importance of employee health cannot be overstated, as it directly impacts an organization's overall productivity and efficiency.

This guide is a culmination of expert insights and strategies for building high-performance teams through better employee health. We have also incorporated insights on Amzo's superior group health insurance support to ensure the best possible outcome for your team.

The UAE healthcare system is flawed. Hospitals react to sickness but do not offer quality care. Doctors attend to the patients but do not give them enough time and care. Bills are soaring high, booking an appointment is cumbersome, and lab tests are getting expensive.

You see, there are many areas that need attention. And that's what we, at Amzo, are aiming to fix. At scale. **We've built an insurance and care platform that makes employee health benefits simple, useful, and holistic.**



Introduction

The Connection Between High-Performance Teams and Employee Health

Building high-performance teams is crucial for achieving success in any organization. **This guide will provide valuable insights and strategies on how leaders can create and maintain high-performance teams that contribute to better employee health.** We have extracted key points from our discussion with HR professionals and Hockey legend Viren Rasquinha. It will help you understand the essential elements of high-performance teams and the impact of employee health in building a winning workforce.

Spice up your workplace with these engagement strategies



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The Role of HRs in Building High Performance Teams

Building high-performance teams is essential for achieving success in any organization. At Thrive by Amzo, HR leaders Manvi Sushil (Lead HR at GlaxoSmithKline Pharmaceuticals), Bhavna Desai (Director - Human Resources at SS&C Technologies), Harsha Mashelkar (Head HR at Fleet Management Ltd), and Arun Vigneswaran (Head of People Excellence and HR Head at xto10x) shared their valuable insights and strategies on how leaders can create and maintain high-performance teams. This guide will distill their key points to help you understand the vital elements of high-performance teams.

High performance can be defined as the ability to consistently achieve excellent results and outperform expectations. Articulating a clear vision and purpose and communicating it across the organization is crucial so that everyone understands and works towards a co-created vision or mission.

Leaders have various tools in their toolkit to drive performance, but the most significant one is having a clear sense of purpose for the organization and aligning the entire team to it. The team itself defines high performance. As HR professionals, these leaders provide guidelines, while

managers set goals and measurables. However, the degree of engagement and bonding within the team creates high performance, propelling the entire team towards a common goal.

Fostering a sense of pride and feeling part of something epic is essential for driving engagement and intrinsic motivation.

Writing down the purpose and incorporating it into practices and policies helps to instill a strong sense of purpose.

Here are some key insights from their talks.

Defining High-Performance Teams

- **Clear Purpose and Vision:** A team should have a well-articulated purpose and vision that is communicated effectively to all members.
- **Collaborative Environment:** Teams must collaborate and connect to work towards a shared mission.
- **Continuous Tracking and Support:** Monitor performance and provide necessary resources to help team members achieve their goals.

Driving Performance through Purpose

- **Engage Employees:** The most important driver for a high-performing team is a strong sense of purpose, which creates pride and a feeling of being part of something epic.
- **Write it Down:** Document your purpose and make it integral to your practices and policies.
- **Storytelling:** Share stories that bring the purpose to life and inspire team members.

The Power of Intrinsic Motivation

- **Know and Communicate Goals:** Ensure that team members are aware of and believe in the goals they are working towards.
- **Foster Competition and Innovation:** Encourage team members to compete and innovate to go beyond their minimum requirements.
- **Focus on Engagement:** High employee engagement leads to better performance and a more cohesive team.

Adapting to Change and Continuous Learning

- **Upskilling and Reskilling:** Encourage employees to continually learn and develop their skills to stay relevant in the job market.
- **Ownership of Growth:** Empower team members to take responsibility for their own career development.
- **Create a Learning Culture:** Hire people with the agility to learn and provide a holistic learning environment that caters to different learning styles.

By implementing these strategies, organizations can **build high-performance teams that achieve their goals** and contribute to their employees' overall health and well-being.



How Nurturing Employee Health Creates Unstoppable Teams

In this section, we explore the insights of [legendary UAE hockey captain, Arjuna Award winner, and CEO of Olympic Gold Quest, Viren Rasquinha](#), on building high-performance teams through better employee health.

Viren emphasizes the significance of prioritizing team health, asserting that [“when people feel well and take care of themselves, they become better team members.”](#)

He also elaborates on [the advantages of cultivating a feedback-driven culture, enabling team members to openly communicate their needs and concerns](#). Furthermore, Viren underscores the importance of establishing clear goals and expectations to maintain focus and productivity within the team.

Viren shares a practical example of [prioritizing well-being by implementing “no meeting Wednesdays”](#) within his team. By allotting dedicated time for focused work, the team achieved superior results and enhanced their overall well-being.

He also highlights the importance of acknowledging and celebrating team accomplishments, which helps boost morale and inspires team members to sustain high performance.

Here are some essential takeaways.

Empowerment and Inspiration

- Align your team with a clear mission or goal, such as winning Olympic medals.
- Motivate your team members by reminding them of their ultimate goal and the importance of their individual contributions.

Trust and Commitment

- Encourage team members to trust each other and fully commit to their roles.
- Consistency in showing up and putting in the effort every day, even when no one is watching, is crucial.

World-Class Team Members

- Assemble a diverse team with different skill sets, and respect each other's abilities.
- Ensure every team member is a high performer and a good fit for the overall mission.

Health and Performance

- Health is essential for both athletes and non-athletes in a high-performance team.
- Encourage your team to prioritize their health by getting enough sleep and practicing self-care.

Effective Praise and Feedback

- Offer praise in front of the team, while having difficult conversations privately.
- Keep feedback concise, and to the point, as high performers usually recognize their shortcomings.

Control the Controllables

- Focus on aspects that can be controlled, such as rest, recovery, nutrition, and training.
- Don't dwell on uncontrollable factors or make excuses for poor performance.

Resilience and Learning from Defeat

- Embrace defeat as an opportunity to learn and improve.
- Encourage team members to take risks, innovate, and develop new skills.

Time Management and Sacrifice

- Promote effective time management to balance work, training, and personal life.
- Encourage team members to view sacrifices as necessary steps towards achieving their goals.

How Amzo is Leading the Way for Building High-Impact Teams

We are dedicated to helping businesses maintain a healthy workforce and provide better health benefits for their employees.

The Amzo app gives employees access to their health benefits, policy cards, and medical assistance 24/7.

We understand the importance of preventive healthcare and focus on that by offering services like **cohort-based wellness courses to drive sustainable lifestyle changes** for employees.

Amzo has also introduced new products and services, such as an **additional coverage policy to supplement the Group Medicaclaim Coverage**, which has been received positively by our customers. In addition, we provide a dedicated claims advisor service to help employees navigate the claims process at hospitals. To further support employee well-being, we have launched three new **wellness courses focused on smoking cessation, diabetes, and other lifestyle changes**.

One of our most exciting innovations is our new screening service, which includes **custom health checkups based on individual needs, 30-minute offline doctor consultations, and a personalized health plan provided through our app**.

Our goal with this service is to offer accurate diagnostics, personalized healthcare plans, and support for sustainable lifestyle changes, ensuring a healthier and more productive workforce.

Here's a quick snapshot of how Amzo helps employees track their health.

Exciting Products

- **Additional coverage for employees**
 - Custom top-up policy on top of existing Group Medclaim Coverage
 - Smooth operation and easy setup
 - Launched three months ago with positive feedback
- **Wellness courses for sustainable lifestyle changes**
 - Smoking cessation, diabetes management, and more
 - Cohort-based courses for community support and goal-setting
 - Aims to drive better health outcomes and increased performance
- **Dedicated claims advisors**
 - Assistance with hospital discharge process
 - Ensuring no unfair deductions
 - In-person assistance available in Dubai and Abu Dhabi

Expanding Portfolio of Wellness Programs

- Diabetes and maternity programs
- New cohort-based courses for prevention and reversal
- Encouraging sustainable lifestyle changes

Revolutionizing Health Checkups

- **Custom health checkup**
 - Choose the right checkup based on age, gender, and specific needs
 - Home collection and partnerships with diagnostic centers
- **In-person doctor consultation**
 - 30-minute detailed consultations
 - Review of reports with detailed explanations and easy-to-understand language
- **Personalized health plan**
 - Specific to individual needs and lifestyle
 - App-based plan management and reminders
- **App-based follow-through**
 - Ensuring adherence to medicines and plan
 - Launched as a small pilot; expanding to Dubai and Abu Dhabi soon

Building High-Performance Teams for a Healthy and Productive Workplace

By implementing the strategies discussed in this guide, organizations can build high-performance teams that do not only achieve their goals but also contribute to the overall health and well-being of their employees. [Amzo's superior group health insurance support ensures employees are well-cared for and remain focused on achieving success.](#) These factors create a healthy and productive workplace fostering innovation, collaboration, and continuous growth.

Don't miss out! Unleash your team's full potential – Download the ultimate high-performance team guide now!

Learn how Amzo helps you take care of your employees so they drive your business to new heights.

Stay ahead of the
curve with modern
health benefit