



High Performing Teams: *What the Best Leaders Do and Don't Do*

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CPAs AND BUSINESS ADVISORS

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Teamwork: Airport

AGENDA

- 1. 2 Types of Rank**
- 2. Increase Your Awareness**
- 3. 3 Tools for Team Building**

WHO IS ON THE ZOOM?

POLLING QUESTION 1

WHAT ARE THE MOST IMP QUALITIES OF HIGH PERFORMING TEAMS IN THE CONSTRUCTION WORLD?

(TYPE INTO CHAT)

WHAT HELPS/HURTS YOU IN MAXIMIZING THESE QUALITIES?

(TYPE INTO CHAT)

HIGH PERFORMING TEAMS

WHAT SHOULD INDIVIDUAL DO
AND NOT DO?

2 VIDEOS: NOTE DIFFERENCES

DON'T DO: RANDY MOSS



THE COST: RANDY MOSS

VERBAL ABUSE ON AIRPLANE...

\$15,000

SQUIRTING OFFICIAL WITH WATER

\$25,000

KNOCKING DOWN COP

\$50,000

MOONING PACKER FANS AT LAMBEAU FIELD...



PRICELESS!



WHAT THEY DO: RILEY LEONARD *(CHAT THE DIFFERENCES YOU NOTICED)*





MAYBE THERE
IS AN “I” IN
TEAM

RANK/STATUS/SENIORITY



A KEY FOR HIGH PERFORMING TEAMS... *HOW YOU USE YOUR INFLUENCE...*



TWO TYPES OF RANK/SENIORITY

- Positional
- Psychological



POSITIONAL RANK

- DETERMINED BY THE CULTURAL/PROFESSIONAL CONTEXT.
 - JOB TITLE, PERSONAL CONNECTIONS, ETC

PSYCHOLOGICAL RANK

- **ABILITY TO SPEAK UP WHEN SPEAKING UP IS DIFFICULT.**
- **STAYING CALM WHEN THINGS GET ROUGH.**

POSITIONAL RANK



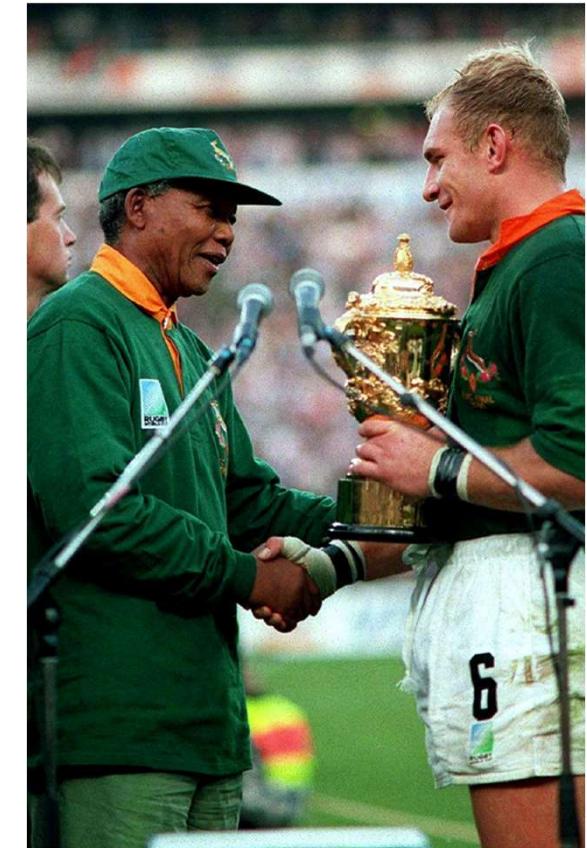
PSYCHOLOGICAL RANK

POLL #2: WHO HAS HIGHER RANK?



RANK CAN BE A SUPERPOWER!

- **GOOD USE OF RANK:
ONE OF THE GREATEST
TEAM BUILDERS!**



RANK CAN BE DANGEROUS...LIKE A DRUG

- **NUMB FEELINGS.**
- **NOT AWARE OF
OUR IMPACT.**
- **DEADLY AT TIMES.**



DR. ARNOLD MINDELL

**“The MORE RANK A PERSON
HAS THE LESS AWARE OF IT THEY
TEND TO BE.”**

MISUSE OF RANK: ONE OF THE GREATEST TEAM KILLERS AND SAFETY HAZARDS?

POLL #3: UNDER OR OVERUSE



THE SALESMAN AND THE MECHANIC



WHO HAS HIGH STATUS?



SIGNS* OF HIGH/LOW RANK

(Two Types handout, emailed)

- **ESTIMATE YOUR TWO RANKS: 1-10.**

*CLUES: TITLE, VOCAL, BODY
LANGUAGE, TYPE OF JOBS, PAY,
INTUITION, ETC

SIGNS OF HIGH RANK.

- **INTERRUPTING OTHERS**
- **IGNORING REQUESTS**
- **SAYING “NO” EASILY**
- **TAKING UP A LOT OF AIR SPACE IN A CONVERSATION**

SIGNS OF LOW RANK.

- **GETTING INTERRUPTED.**
- **STRUGGLING TO SAY “NO”.**
- **FEELING DISRESPECTED**
- **NOT TAKING UP AIRTIME.**

THE BEST COMMUNICATORS..

1. SEE THE GOOD, SPEAK APPRECIATION
2. ASK OPEN-ENDED QUESTIONS
3. BUILD GOOD RELATIONSHIPS
4. INSIST ON FEEDBACK
5. WHAT ELSE? (CHAT)

THE BEST COMMUNICATORS..

F.A.A.

1. FLEX CULTURE (NAVY SEALS)
2. AAA FEEDBACK
3. AWARENESS OF APPROACH (NON-VERBAL COMM)

1. FLEX CULTURE: NAVY SEALS



1. FLEX CULTURE: NAVY SEALS

- TRADITIONAL/CHAIN OF COMMAND
(OLD SCHOOL) **WHEN IS THIS BEST?**
 - MORE “FLAT”, COLLABORATIVE
(STRIPES OFF/NEW SCHOOL)
WHEN IS THIS BEST?

2. AAA FEEDBACK (NETFLIX)

1. AIM TO ASSIST

2. ACTIONABLE

3. ACCEPT OR REJECT

3. AWARENESS OF YOUR APPROACH



NON-VERBALS: BODY POSTURE AND TONE OF VOICE—WHAT %?



NON-VERBALS: BODY POSTURE AND TONE OF VOICE= 93%



TAKEAWAYS *(CHAT)*

- BEST LEADERS USE RANK WELL
 - POSITIONAL RANK
 - PSYCHOLOGICAL RANK
- GOOD RANK USE IS CHALLENGING
- THREE TOOLS: FAA
 - 1. FLEX CULTURE (SEALS)
 - 2. AAA FEEDBACK
 - 3. AWARENESS OF APPROACH

TO BE IN TOUCH AND GET ARTICLES



THANK YOU BOYUM BARENSCHEER

