

## FORMULA FOR SUCCESS

Ever wondered what elite team performance actually looks like?

Well, look no further than Red Bull Racing's repair of Max Verstappen's car at the 2020 Hungarian Formula 1 Grand Prix (<https://www.youtube.com/watch?v=k-HpHDpeF8E>).

The team completed the repair in under 18 minutes (which would normally have taken well over an hour), with thirty seconds to spare before they were required to leave the grid. The car not only lasted the entire race, but Max went on to finish in 2<sup>nd</sup> place. A truly staggering achievement.

So how did they do it? Well, here's our take.

They've quickly assessed the situation, made recommendations, the team management have sanctioned the repair and the mechanics used their years of experience and practice to get the job done.

If you watch the video closely, you'll see there is no panic; everyone's calm and focused on the task. Others are either getting on with their own jobs, unfazed by the repair, or standing back and observing and not interfering.

The team exemplifies many of the key characteristics of high-performing teams:

- World Class<sup>1</sup>:
  - Leadership (throughout all levels within the team)
  - Direction
  - Execution
- Strong sense of 'teamship' and a common purpose
- Rapid situational assessment, followed by effective communication of an unambiguous plan
- A blend of high calibre individuals, who continually hone and refine their skills, such that those skills are more easily replicable in high-stress situations
- High degrees of trust whilst holding each other to account, without judgement
- Individuals are empowered to resolve the situation and are therefore able to be flexible and agile in their response
- They don't lose sight of the 'big picture', namely the need to complete the repairs, such that the car is safe to drive yet competitive, all within a non-negotiable deadline

On-Pole has been fortunate to work alongside fellow consultants with extensive experience of high-performance working, gleaned from the military and elite sport (including Formula 1).

For more information or to share your thoughts on high-performance working, contact Russell Poynter-Brown on 07775 433320 or at [Russell@on-pole.com](mailto:Russell@on-pole.com).

---

<sup>1</sup> Justin Hughes in, *The Business of Excellence; Building high-performance teams and organizations*, Bloomsbury, 2016