# HUB Team Lead Benchmark (Class Exercise) *The following Team Lead Benchmark was created from the Superior Performance Attributes Position Worksheets completed by the TOS Training Class, April 2023.*

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| Top Priorities in the Team Lead Role:   1. Strong people skills, able to influence employees and clients- and gets results. *(Spends most time here, 5 days a week.)* 2. Strong technical knowledge in insurance and local business processes. 3. Proactive problem solver. 4. Supports and influences change. 5. Ability to excel in a fast-paced environment. |
| **Top TriMetrix Superior Performance Attributes (S.P.A.) in the Role:** |
| Personal Skills: (‘Under the Hood’, ‘Horsepower’, Acumen)   1. **Results Orientation** - The ability to identify actions necessary to complete tasks and obtain results. 2. **Leading Others** - The ability to organize and motivate people to accomplish goals while creating a sense of order and direction. 3. **Developing Others** - The ability to contribute to the growth and development of others. 4. Self-starting Ability - The ability to initiate and sustain momentum without external stimulation. 5. **Influencing Others** - The ability to personally affect others’ actions, decisions, opinions or thinking. 6. **Flexibility** - The ability to readily modify, respond to and integrate change with minimal personal resistance. 7. **Accountability for Others** - The ability to take responsibility for others' actions.   \*\*\* **Personal Accountability** - A measure of the capacity to be answerable for personal actions.  \*\*\***Self-Management** - The ability to prioritize and complete tasks to deliver desired outcomes within allotted time.  frame |
| Top Motivators/Drivers: (‘Gas in the Tank’, Drivers)   1. **Utilitarian/Economic:** A drive for practical results. 2. **Social/Altruistic:** A drive to be of service. 3. **Individualistic/Political:** A drive to lead and inspire others. |
| Top Behaviors Five Days a Week: (‘How Job/Person Drive’, Communication Style)   1. **People Oriented** - Build rapport with a wide range of individuals. 2. **Interaction** - Adapt to various situations with ease. 3. **Versatile** - Rapidly shift between tasks. |

Diagram

Description automatically generated

**TriMetrix Measures Three Areas:   
Under the Hood, Gas In-Tank and How They Drive.**The Assessment Should Be Less Than 30% of Your Decision