



# Start Healthy, Stay Healthy

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**The following story assumes that the reader has read Team Clock and is familiar with the methodology and terminology being used. This story illustrates the applicability of the concepts in Team Clock to personal relationships.**

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In 2000, I received a call from the CFO of a suburban Chicago “de novo” bank. A group of professionals had come together with a common dream of starting a bank focused on meeting the unique needs of private business owners and entrepreneurs. The differentiator for potential customers and employees would be the unyielding focus on treating all partners as leaders. In order to accomplish this dream, it would be necessary to build a positive workplace culture from the ground up. In short, happy employees would translate to happy customers. Minimizing turnover and maximizing employee retention would secure customer loyalty. As a result, I was invited to consult the employee team in establishing a culture that would support this ambitious goal.

Team Clock was introduced with the understanding that everyone would collaborate on the development of the team’s foundation. The goal was to evolve as a best place to work for employees and to emerge as the financial services provider of choice for private business owners and entrepreneurs. Through regularly scheduled retreats, workshops, lunch-and-learn training sessions, and one-on-one coaching, the team reviewed the Team Clock principles and tracked its progress through the frustrations of dependency, the celebrations of innovation, the anxiety of change and the depletion of loss. Every challenge was leveraged as an opportunity to grow.

In 2006, the bank was named the “#1 Best Place To Work in Illinois” by the Illinois Chamber of Commerce and the Society for Human Resources Management. In 2007 and again in 2008, the bank was recognized as one of “Chicago’s 101 Best and Brightest Companies to Work For” by the National Association of Business Resources. In 2008, the bank was ranked #51 in Entrepreneur Magazine’s “Hot 100 Fastest Growing Companies.” In 2008, the bank was announced as one of 35 finalists in the Wall Street Journal’s “Top Small Workplaces” competition. Finally, in 2008, the bank received the Platinum award from the American Heart Association as one of the country’s “Fit-Friendly Companies.” As a group of professionals fueled by a commitment to organizational wellness, this team was rewarded repeatedly for its healthy response to growth. Today, the bank continues to hold annual retreats to anchor and reinforce the Team Clock cycle.

The greatest challenge for some teams is augmenting an already healthy organization. As opposed to fixing something that is broken, these teams come out of the gate with strength and devote their energy to sustaining health in the face of change. Teams like this are often recognized as “best in class.”

Healthy teams can use the Team Clock to guide a successful organizational vision by asking the following questions:

- 1) What is our common philosophy (why we exist)?
- 2) What is our common mission (what we do)?
- 3) What are our common values (how we do it)?