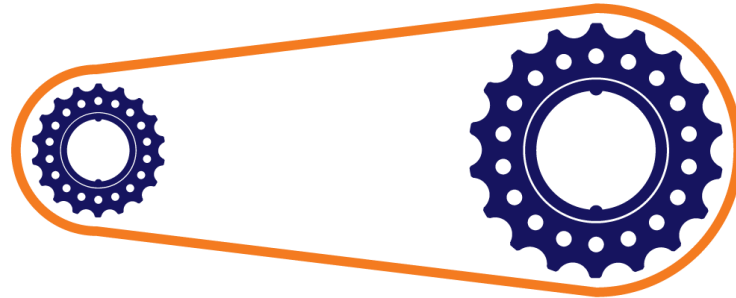


Working Teams Report

- Action 1: Values and Behaviours
- Action 2: Governance
- Action 3: Collaborative Decision Making
- Action 4: Communication

Organisational Performance



A **Performance** is made up of **Patterns** and **Parts**

Recommendations

- 16 Recommendations
- 3 Big Rocks
 - Values and behaviours
 - Service Level Agreement
 - Affiliation fees
 - Roles and Responsibilities
 - Next Steps between SqA Board and Presidents Council

Togetherness: Working together to make squash Australia's No. 1 racquet sport

Belief: Ambitious, creating the future for the sport

Inclusive: Include all of society

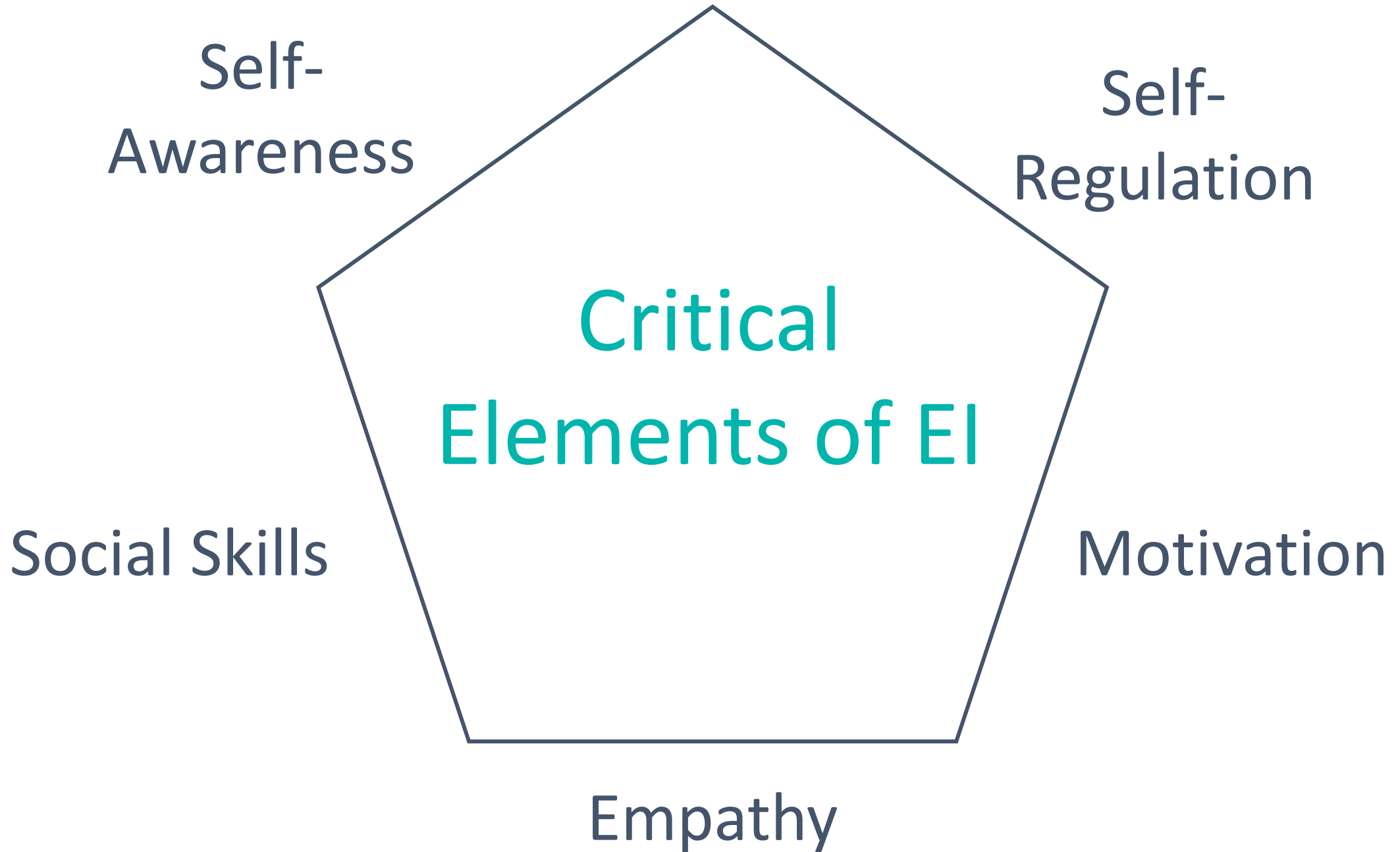
Passionate: Committed beliefs in the success of the sport

Innovative: Embracing Change.

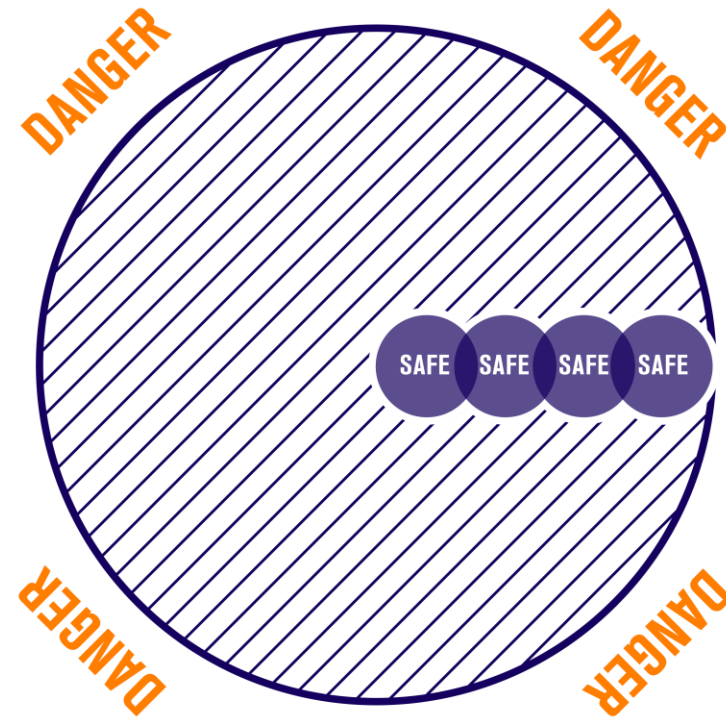
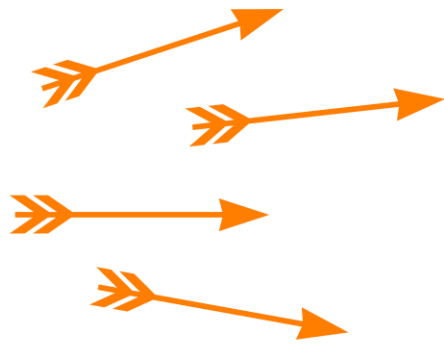
Transparent: Ensuring a level playing field

Emotional Intelligence / EQ

- **Definition** - Emotional intelligence is the ability to be aware of and manage your emotions and the emotions of others, especially under pressure.
- **EQ** – Emotional Quotient is used to measure the level of emotional intelligence someone has.



Circle of Safety



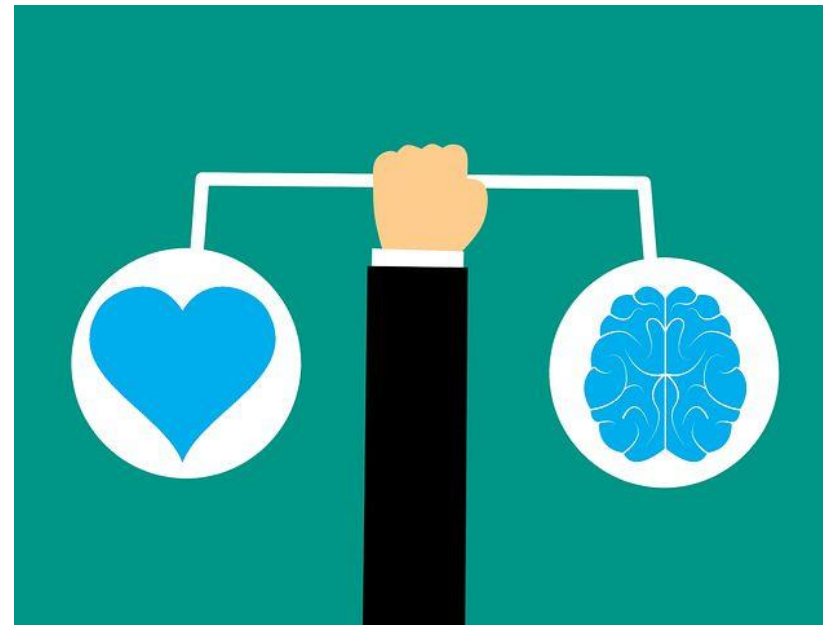
Must Watch: Simon Sinek

Understanding Others

Seek first to understand, then to be understood.

Stephen Covey 7 Habits of Highly Effective People

- **What** is their opinion?
- **Why** do they think like that?
- **How** can we solve this together?
- **Why** are they upset?
- **What** can I do to help this situation?



Recommendation 1

Recommendation 1: Agreement is reached on a document between the Squash Australia Board, Staff, and Members that defines the working behaviours, aligned to the Squash Australia values.

This document should include the following and be used in the following ways:

- Have agreed on behaviours, aligned to the SqA values that guide a collaborative working relationship
- Help to support the process of decision making, when stakeholders are collectively making decisions.
- Be used to guide relationships and referred to when behaviours are not aligned to the values.

Recommendation 2

Recommendation 2: A Service Level Agreement is agreed between Squash Australia and its Member States.

The Working Teams believe that a Service Level Agreement, that is focused on clear actions for Squash Australia and the member States and Territories to work on over a 12 month period will aid in the following:

- Provide clarity on roles and responsibilities for critical actions to progress the sport;
- Be a platform to build collaboration on actions; and
- Support the rebuilding of trust, by having agreed to actions to focus on.

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Transparent: Ensuring a level playing field

VALUES

We are:

- **Collaborative** – Working together as one for the good of the sport.
- **Innovative** – Embrace change, be consumer focused and have a growth mindset.
- **Inclusive** – Include all of society.
- **Respectful** – To Listen, empathise, and be considerate of everyone.
- **Excellence** – To strive for the highest standards in everything we do.

Togetherness: Working together to make squash Australia's No. 1 racquet sport

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- **Excellence** – To strive for the highest standards in everything we do.

Togetherness: Working together to make squash Australia's No. 1 racquet sport

We have an agreed SLA to guide our work together and we regularly share and collaborate inline with our agreed governance structure and decision-making framework.

Belief: Ambitious, creating the future for the sport

We know that change is required to be successful and we will listen to the advice given through our engagement processes to help inform our development.

Inclusive: Include all of society

We must communicate effectively with all those involved in our sport, to ensure they are aware of where we are heading.

Passionate: Committed beliefs in the success of the sport

Our sport is full of passionate people, and we must harness this passion, but also not let it blind us when we have to make decisions or change. We will make decisions when required, using the agreed processes for the success of the sport.

Innovative: Embracing Change

Change is inevitable but change also needs to be discussed and communicated. This is why we have a decision-making framework.

Transparent: Ensuring a level playing field

Squash Australia, the Member States and Territories, and Clubs all have vast differences in their resources and experience. We will communicate to build trust, and collaborate in our discussions to ensure our decisions benefit the sport as a whole.