

Thriving in a Performance-Based Culture



What Is High-Performance Culture?

A high-performance workplace as “a physical or virtual” environment designed to make workers as effective as possible in supporting business goals and providing value, while being empowered and motivated with resources needed to meet and exceed their goals. This results from continually balancing investment in people, processes, physical environment, and technology to enhance the ability of workers to learn, discover, innovate, collaborate and lead.

Why a Performance-Based Culture?

- Helps engage, motivate and empower team members to perform their best
- Leads to greater financial results and profitability
- Encourages collaboration, innovation and idea generation to better meet customer needs and create competitive advantages
- Drives high-achievement and positive outcomes

How? With Strong Leaders Who:

- Effectively lead change
- Engage, motivate, and retain talent needed to drive performance and achieve business objectives
- Provide on-going, timely and actionable feedback with meaningful recognition and appreciation
- Emphasize continuous learning and improvement
- Demonstrate inclusivity throughout a diverse workforce
- Consistently empowers team members & hold them accountable for results

How to Create a Performance-Based Culture

- Set company values that matter...and model them
- Clear communication is a top priority
- **Prioritize performance management:**
 - Initiate employee development conversations
 - Share actionable feedback, clarify expectations and coach to energize & motivate in an on-going way
 - Regularly touch base on project progress
 - Performance reviews are a key component with opportunities to give & receive feedback
 - Create a positive impact with frequent recognition, praise and appreciation
- Keep employee growth & development in focus
- Ask for thoughtful feedback

Do These Simple Things:

- Offer ENCOURAGEMENT & BUILD CONFIDENCE
- Reinforce POSITIVE BEHAVIOR
- ENCOURAGE collaboration and teamwork
- COMMUNICATE often & with positivity
- Be GENEROUS with recognition and appreciation
- CELEBRATE often!!
- Listen and model empathy in all relationships
- Emphasize the power of resilience

Leading Change: Empathy

- Empathy might be today's most important leadership skill!
- It has a positive impact on everything from innovation to retention to leading change and it also drives significant business results!
- How?
 - Demonstrate you care
 - Ask thoughtful questions
 - Listen to understand

Leadership is Influence

- COMMUNICATE often and positively, encouraging confidence in others
- Lead change with RESILIENCE to move people in a positive direction
- Demonstrate EMPATHY, understand their point of view
- CONNECT with others in a meaningful way and build relationships
- ENCOURAGE innovation and creativity without fear of failure
- Focus on the WHY and the BENEFITS
- Don't underestimate your ability to INFLUENCE!



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What it takes to Lead Change

- RESILIENCE is about building CONFIDENCE and POSITIVITY
- Foster a culture of learning, sharing, growing
- Help others be agile and see change as new, fresh, inspiring, exciting and positive!
- Commanding does not influence ... and it limits compliance & execution
- Genuine curiosity to learn and understand others' perspective
- Knowing their reasons for resistance is the catalyst for cooperation, buy-in
- It takes EMPATHY, INFLUENCE, RESILIENCE
- Say Less, Ask More!

Coach Your Team to Success

- **Communicate the plan, roles & responsibilities, timeline**
 - Are their roles and responsibilities completely understood?
 - Clearly describe the opportunity, the why, the plan, the goal, the when
 - Check Understanding
- **The Power of Questions**
 - Clarifying, digging deeper, reframing, considering alternative possibilities/interpretations, identifying roadblocks, generating ideas, developing self-confidence & resourcefulness
- **How to Ask Questions**
 - Problem Solving Questions: What is the problem? What is wrong? What worries you? What do you need help with? What's holding you back? What's not working? What caused this?
 - Introspective Questions: What motivates you? What do you value? What do you want from me? What worked well in the past? What's working well now? What attracted you to it? What outcome do you want?

Coach Your Team to Success: Ask One Question at a Time

- OPEN THE DOOR: "What's on your mind?"
- KEEP IT GOING: "And what else?"
- FOCUS: "What's the real challenge you have?"
- ASSESS: "What have you done so far?" "NEXT?"
- ASK: "What's your roadblock?" "Help you need?"
- **REMEMBER:** You're not there to solve the problem, You're there to coach and help them to discover how to solve the problem.

Coach Your Team to Success: Appreciate

- Positive feedback is a powerful performance enhancement tool
- Look for things that are going well and reinforce them...often!
- Be timely, specific and sincere
- Appreciate who they are...not just what they are doing

What High-Performance Teams Do Differently

- Pick up the phone more often
- More strategic with meetings
- Invest more time in relationships
- Give & receive appreciation more frequently
- Express positive emotions more often
- T.E.A.M. = Together Everyone Achieves More



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PERFORMANCE CULTURE RESOURCES

What's Next?

These steps to thriving in a high-performance based culture are essential, but we must also remember we need to continue to learn & sharpen our tools.

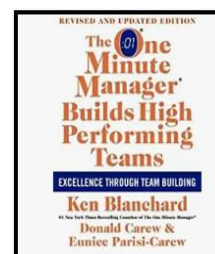
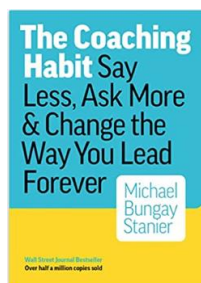
Let's not just survive, **let's THRIVE.**

Here are some resources to help you dive deeper into THRIVING!

All resources are linked below:

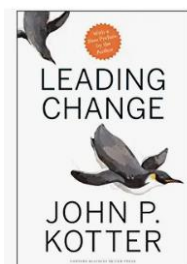
The Coaching Habit: Say Less, Ask More & Change the Way You Lead Forever

Michael Bungay Stanier



One Minute Manager Builds High Performing Teams

Ken Blanchard



Leading Change

John P. Kotter

Leading Change: 10 Ways Great Leaders Make Change Happen

FORBES: Tracy Brower

Empathy Is The Most Important Leadership Skill According To Research

FORBES: Tracy Brower

