

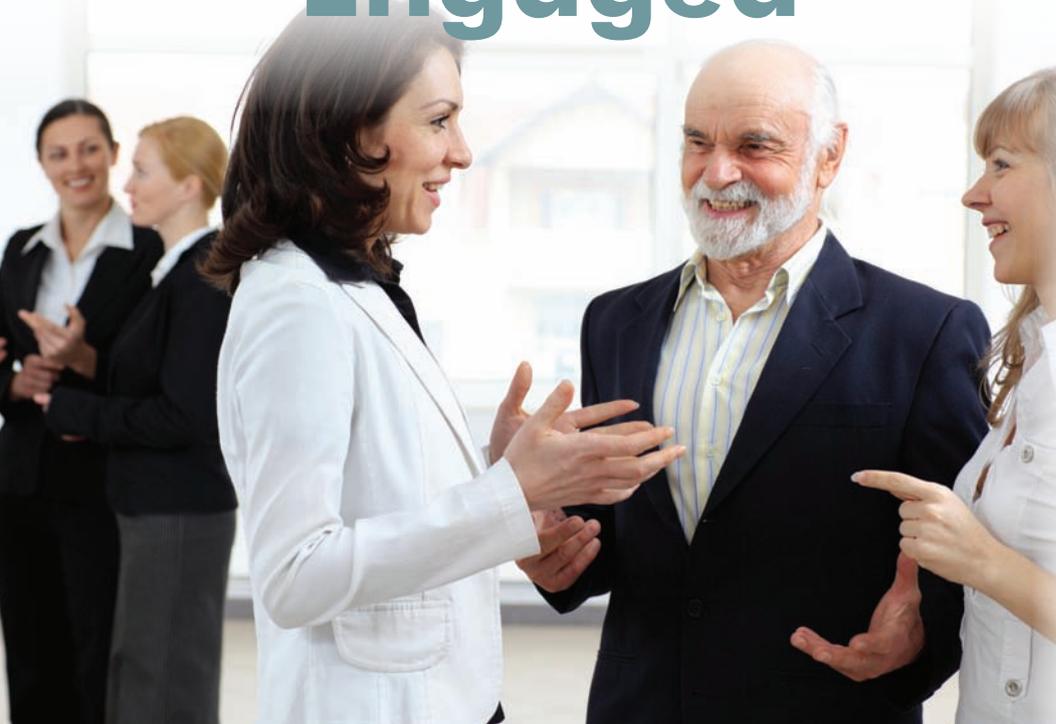
How do you create a HIGH PERFORMANCE ORGANISATION?

High Performance Organisations achieve the highest levels of customer satisfaction, employee retention, productivity and profitability.

The key to creating a high performance workplace is **EXCEPTIONAL LEADERSHIP**. Leaders at every level of the organisation need the skills and the tools to create a work environment where all employees are committed to delivering value your competitors cannot match.



STEP 1 Get All Employees Engaged



Engagement is the starting point, NOT the ending point.

Employee Need:

All employees have a need for respect.

Leadership Skills Needed:

Emotional intelligence and the people skills to build trust and mutual respect.

Workplace Application:

Leaders initiate discussion about employee expectations. They identify which expectations are being met and not met, and implement action steps to meet all realistic expectations.

STEP 2

Capitalise on Employee Talent

Identify and develop the strengths of all employees.

Employee Need: Everyone has a desire to learn and grow.

Leadership Skills Needed: Listening adaptability, giving and receiving feedback, and coaching and mentoring.

Workplace Application: Leaders identify strengths of all members of their teams. Teams meet to discuss how to capitalise on strengths. Leaders use coaching and mentoring skills to improve individual performance and develop talents.



STEP 3

Committed employees feel a strong emotional connection to the organisation and go to extremes to give their best.

Employee Needs: To feel valued and do meaningful work.

Leadership Skills: Valuing differences and aligning employees with the purpose, values and vision of the organisation.

Workplace Application: All employees identify the purpose of their roles and how the value they deliver contributes to the organisation's success. Implement an organisation-wide process for gaining employee commitment to the organisation's purpose, values and vision.

Gain the Commitment of All Employees



STEP 4

Build High Performance Teams

Implement a team-based approach to problem-solving and decision making.

Employee Need:

To be on a “winning team.”

Leadership Skills Needed: The ability to build a high performing team.

Workplace Application: Leaders identify the team talents of each team member. Teams establish their performance challenge and implement a team-based process.



STEP 5

Teams Continuously Improve

Leaders empower teams to take ownership of their own performance.

Employee Need:

To make a significant contribution.

Leadership Skills Needed:

Being a resource, not the driving force.

Workplace Application: Teams take responsibility for continuous improvement. They meet regularly to identify what can be improved, and leadership is shared.





The final step is to get all employees involved in meaningful, organisational change. They are now prepared, both in willingness and ability, to contribute to cross-functional task teams that are focused on improving organisational systems, processes, products and performance.

STEP 6

Create Cross-Functional Task Teams

