



## Success Through a High-Performance Culture

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For these hours to appear on your certificate, you must:

- Have your badge scanned at the door
- Attend 90% of this presentation
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### Outcomes for this Session

- Develop an understanding of a company culture
- Identify culture misalignment
- Explore strategies to develop a High-Performance culture in your company.

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### The big question...

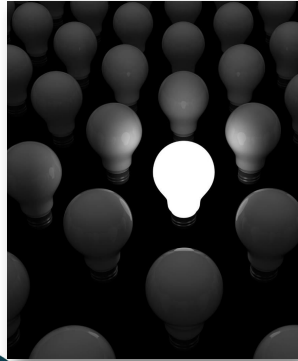


*Why do certain groups add up to be greater than the sum of their parts while others add up to be less?*

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## Show what is company culture?



Your company's...

- Personality
- DNA
- Uniqueness

*You can't copy another company's culture and expect the same results or successes.*

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## So, where do we start?

It starts with a clear and compelling vision.

Where is the company going, and why is it important to the employees?



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## But it goes one step further...

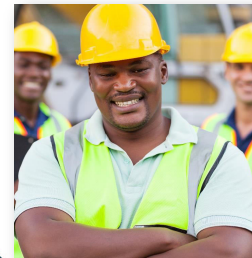
How do the employees benefit from the company's successes?



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## 3 Components of Strong Company Culture



People



Purpose



Performance

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## Strong Company Culture...the People



Relationships that are built on vulnerability and trust.

People share openly their questions, concerns, and disagreements and are willing to take risks and make mistakes.

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## Strong Company Culture...a Shared Purpose



Employee's personal values and goals align with the company's.

Employees feel part of something bigger and understand they are contributing to the success of the whole.

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## Strong Company Culture...Performance



Successfully execute the company strategy.

Executing, adapting, learning from mistakes, being accountable, and sharing in the successes of the whole.

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## DNA of High-Performance Culture

*How do you take a strong company culture and make the leap to a High-Performance culture?*



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## Not the individuals, but the team.



- Become people-centric
- Provide the right resources
- Employees take ownership of their performance

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## Why do we need a strong culture?

A strong company culture can impact...

- Productivity
- Innovation
- Performance
- Profitability



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## Old School vs. New School

### Command & Control

*High-stress*

Focus on identifying the problem and who is at fault.

### High-Performance

*Collaborative & Cooperative*

Data-driven focus on what needs to be improved to reach the goal together.

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## Benefits of High-Performance Cultures

- Higher productivity
- Improved employee morale
- Enhanced creativity & innovation
- Increased revenue and profitability
- Sense of belonging

*Utilize continuous improvement to create a competitive edge in your market.*

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## Championship Teams



Championship teams are often made up of highly skilled individuals who work well together.

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## Attributes of a Championship Team

Commitment

Communication

Collaboration

Diversity

Leadership

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## Attributes of a Championship Team

Commitment

- Share a common goal
- Dedicated to supporting each other
- Personal accountability
- Understanding of how the parts contribute to the success of the whole

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## Attributes of a Championship Team

Communication

- Honest & Transparent
- Listen, not just hear others
- Share ideas
- Provide constructive feedback
- Encourage good conflict
- Build a level of trust

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## Attributes of a Championship Team

### Collaboration

- Leverage the strengths and talents
- An environment where everyone is valued
- See failing as an opportunity to learn and grow
- Ability to adapt to changes and challenges

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## Attributes of a Championship Team

### Diversity

- The individual talents, skills, experiences, strengths and weaknesses
- The team's unique DNA
- You need more than quarterbacks and shortstops.

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## Attributes of a Championship Team

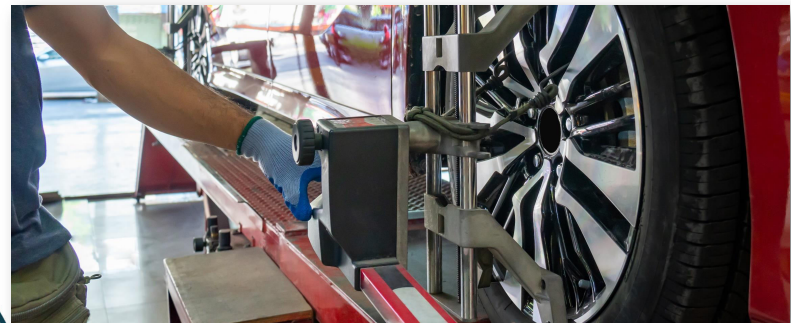
### Leadership

- Credible leadership
- Fosters collaboration
- Builds trust throughout the team
- Able to get more out of the team than they think they can
- The glue that keeps everyone working together to achieve success

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## What happens if we are misaligned?



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## Red Flags of Culture Misalignment

- Unmotivated employees
- High turnover rates
- Lack of communication
- Fear of mistakes
- Meeting fatigue
- Repeat questions
- Excessive working
- Unhealthy work-life balance
- Low engagement
- Dwindling productivity

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## Impacts of Culture Misalignment

- Decreased productivity
- Decreased performance
- Negative financial impact



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## The Great Resignation



*1 in 5 employees left due to the culture of the workplace.*

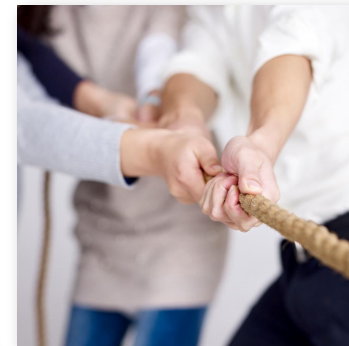


*A toxic work environment outpaced compensation nearly 10 to 1 as the reason employees left.*

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## So, what causes culture misalignment?



- Leadership disconnect
- Communication gaps
- Lack of consistency

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## Strengthening Your Company Culture

- Involved leadership
  - Effective communication
  - Consistent practices
- +
- Outside involvement



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## Involved Leadership

- Clears roadblocks
- Models accountability
- Exhibits vulnerability and trust
- Takes on the role of mentor and coach
- Promotes work-life balance

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## Effective Communication

- Clearly defined goals, responsibilities and roles
- Congruent messaging
- Ongoing communication
- Fostering collaboration



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## Consistent Practices

- Start small to build momentum
- Communicate importance of consistent actions
- Proof of success through small wins
- Avoid the “flavor of the month”

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## Outside Involvement

*Leverage outside coaches or facilitators to guide change and help transform outdated beliefs and perceptions.*

*Helps to avoid the perception of hidden agendas. Peer-to-peer and senior-to-junior coaching limits confidentiality and may hinder success.*

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## Building a High-Performance Team



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## The Right Members for Your Team

*"If we get the right people on the bus, the right people in the right seats, and the wrong people off the bus, then we'll figure out how to take it someplace great."*

-Jim Collins, author  
"Good to Great"

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## Recruiting the Right Team Members

Clearly communicate  
your company's:  
**Values**  
**Objectives**  
**Vision**

*Find team members who  
have personal goals and  
values that align with the  
company.*

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## Setting Team Members Up for Success

### During the hiring process:

*Have clearly defined roles and job descriptions including responsibilities.*

### During onboarding:

*Set realistic goals and provide clear direction for them.*

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## Developing Your Team Members

### Provide your Team Members with...

- Experiences
- Opportunities
- Training
- Coaching & Mentoring

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## Managing Skills, Talent and Strengths

Start by clearly defining roles, responsibilities and assessments of your team members...

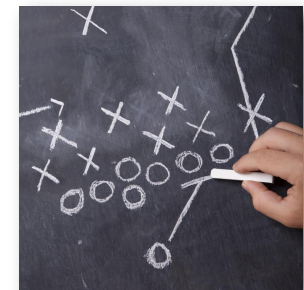
**Skills,  
Talents,  
Strengths,  
Weaknesses,  
and Capabilities**

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## Assembling Your Depth Chart

Managers can use this information to **strategically link** individual team members **to the specific roles** needed to achieve the company's goals.



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## Making Use of the Whole Team

*High-performance team make proper use of each individual member's experience, capabilities, expertise, and skills.*

Members of the team need to know who specializes in what and how to best approach them.

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## High-Performance Optimization

*Properly **assembled and developed teams** learn other member's preferred working styles and optimize how they **collaborate with and assist one another** for the betterment of the entire organization.*

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## Greater Than the Sum of its Parts

*A High-performance culture brings out the best in employees by fostering an **environment that provides feedback, encourages experimentation, rewards achievement, and prioritizes the team's success over the individuals.***

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## The Team's Success

*High-performance teams coordinate their efforts and depend on one another for the success of the company.*

*A High-performance culture is the company's secret sauce, helping to define how your team executes on all aspects of the company's performance.*

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## Building Your Own High-Performance Culture

- Evaluate where you are today.
- Revisit your company values.
- Encourage and reward collaboration.
- Communicate, Communicate, and Communicate more
- Change happens by doing.

**What's your next move?**

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