# Creating A High-Performance Culture | Outline

Through this program, we help our clients develop consistent habits, messages, and performance throughout the organization, that delivers results. In organizations, we want to see the Top Leaders model the culture; set expectations for the next level to do the same; and have that culture flow *all the way* through the organization.

## Creating a High-Performance Culture

| Audience | • Teams | • Based on depth of Discovery; as well as length of engagement and # of workshops |
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| **Task** | **Details** | |
| **Discovery** | The first step in our process involves gathering information and data from multiple vantage points. We'll use and refer back to this information as the project progresses. | • Executive Team Interviews<br>  o BA's with Readback<br>• Behavioral Assessment for all Employees<br>• Employee Experience Survey<br>• Review Current Value/Mission Statement |
| **Executive Offsite:**<br><br>**Day 1**<br>**(Full Day)** | After sharing the Discovery findings, we'll work with the Executive Team to define the NEW culture by developing consistent habits, messages, and performance that can be implemented throughout the organization; along with key metrics to track success. | • Recap findings with Executive Team<br>  o Exec Team – Team Workstyles<br>  o Employee Experience Survey<br>• Creating Culture: Leadership<br>  o Strategic Goals & Vision<br>• Creating Culture: Decision Making/Structure:<br>  o Core Values<br>  o Investment in Structure (Org Chart)<br>  o Coordination & Integration<br>o Creating Culture: People<br>  o Professional Development<br>  o Teamwork<br>  o Empowerment |

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| **Executive Offsite:**<br><br>**Day 2**<br><br>**(½ Day)** | Building on Day 1, the team will work together to create a plan to move things forward and create metrics that work for them when measuring success. | • Recap/Review of Day 1<br>• Creating Culture: Adaptability<br>   o Organizational Leading<br>   o Open to Change<br>   o Customer Focus<br>• Moving Things Forward<br>   o Change/Improve Current Workflows<br>   o Agreement on New Communication Strategy<br>   o Create Metrics for Success w/deadlines |
| **Implementation Guide** | We'll consolidate all of the ideas and decisions from the Offsite and create a New High-Performing Culture implementation guide that outlines the New culture messages, habits and performance metrics to be used | • Create word doc/guide<br>• Present guide to Exec Team |
| **Software & Training** | *1 year Subscription needs to be purchased by the organization. Pricing available prior to executing any consulting agreement and is based on:<br><br>   o Module chosen by organization (Inspire, Diagnose or Design)<br>   o Number of employees<br><br>_**Included**_ in FFBA fees: we'll provide training and support to your internal software "Champions".<br><br>• Train Champions on PI Software/Tools<br>   o Initial training (2 hours)<br>   o 1-hr check-in each week for 1st month<br>   o 4-hrs of ad-hoc support<br>• Up to 3 Lunch 'n Learns to train Managers on how to use the PI tools for 1:1 discussions and career development conversations with their employees. | |
| **Materials Provide** | • _Book will be chosen based on organizational goals_ | |
| **Engagement/**<br><br>**Follow-up & Support** | Creating a high-performance culture is an iterative process that we'll provide support for over the first 12-months.<br><br>• Follow-up<br>   o 2nd Employee Experience Survey<br>   o Quarterly meetings with Exec Team<br>   o Up to nine (9) 1:1 coaching sessions for Executives or Department Managers<br>   o Adjust Plan as needed | |

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