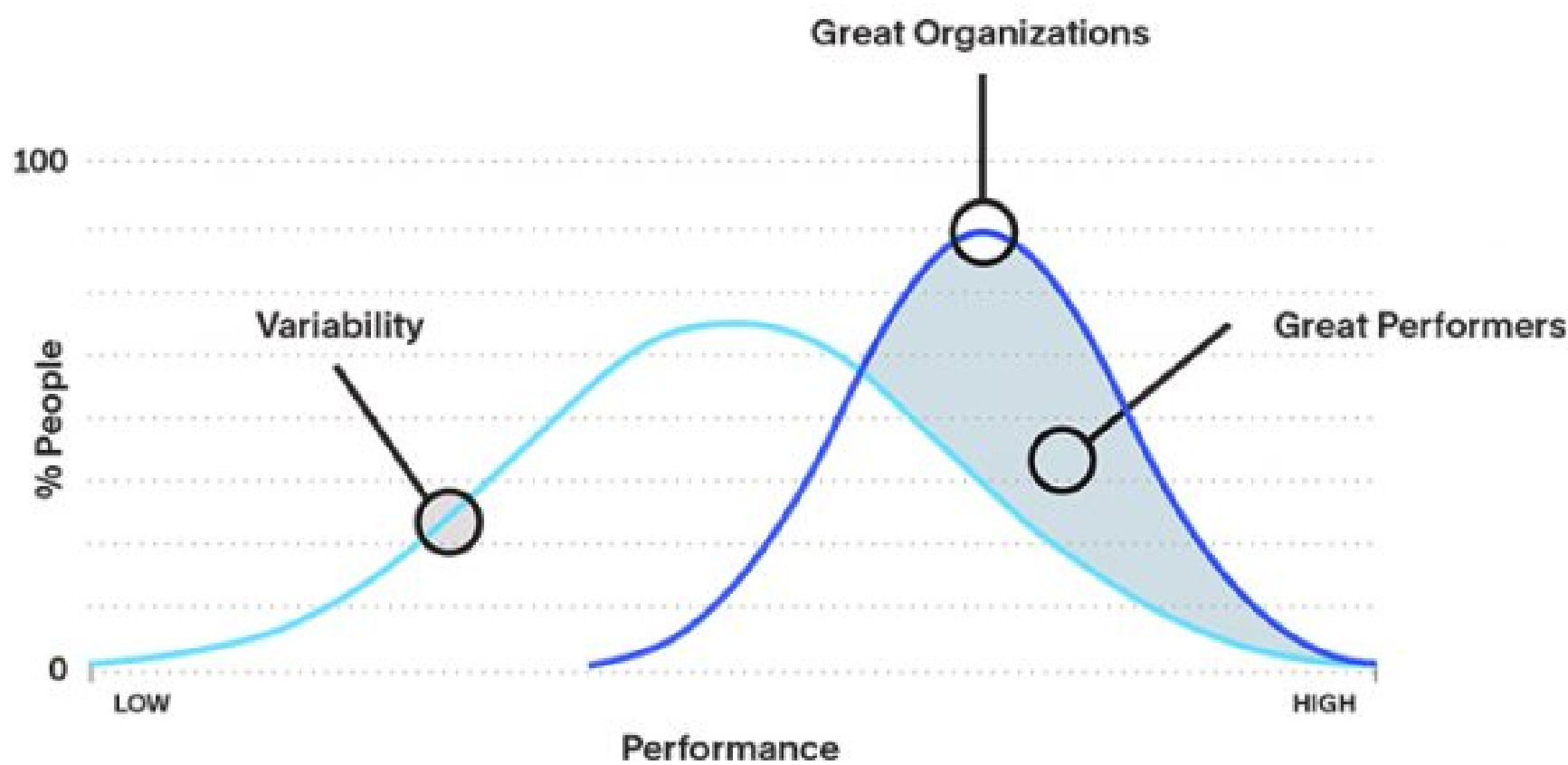


Achieving Scale:

Institutionalising High Performance Behaviour For Consistent Results



Move Your Middle

In every great organisation, you will find pockets of great execution — a “top 20%” of high performance. And then there’s everyone else.

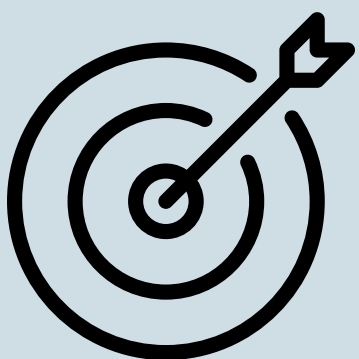
One of the most significant barriers to superior results in any organisation is chronic inconsistency — the variation in performance between divisions, between departments, between shifts in the same department, and between people on the same shift. How do you overcome the inherent variability in human behaviour and move the middle 60% of your average workforce toward the higher performance level of the top 20%?

4 Principles That Drive Collective High Performance



Laser Focus

When there is too much to aim for, efforts become scattergun and we start playing with the law of diminishing returns. Identify what is worth achieving and what must be achieved. Then, ask what must be achieved that won’t be achieved through normal day to day business. Watch teams buy-in, prioritise, and self-organise.



Acting with Intention

Strategies so often wither away because teams are directed by lag measures, which tell you if you’ve achieved the goal. When you shift to tracking lead measures, which tell you if you are likely to achieve the goal, you build empowered teams who leverage their influence by understanding and acting on the high-impact activities.



Keeping Score

The lag and lead measures won’t have much meaning to the team unless they can see the progress in real time. A compelling scoreboard tells the teams where they are, where they should be and how they’re already winning. When it’s designed by and for the people closest to the work, they’re engaged, motivated and equipped to course-correct.



Mutual Accountability

Offer your team the chance to own their contributions through a straightforward, weekly process that celebrates successes and addresses setbacks by asking: “What are the one or two most important things I can do in the next week, outside of the whirlwind, that will have the biggest impact on the scoreboard?”

5 Stages of Engagement



Mobilize Your People

Opryland Resort Scaled Success

