

# Webinar: Building a High-Performance Organization

Thursday, Nov. 16<sup>th</sup> 1:00 PM ET



**Structural**



**Performant Solutions™**  
Sustainable HR Strategies



# Today's Speakers



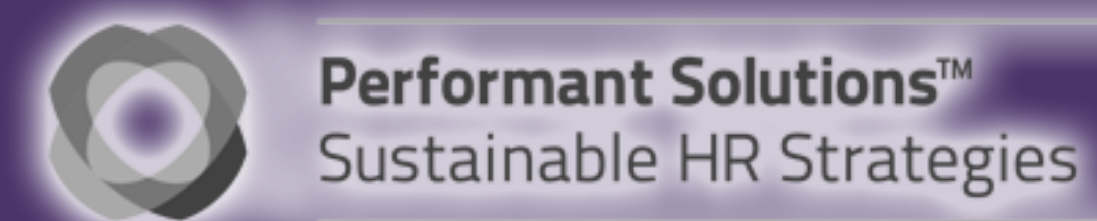
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Chip House, COO



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Debra Jones, CEO





# Performant Solutions builds a Sustainable Talent Life Cycle

Aligned with your Company's Core Values, Mission & Vision

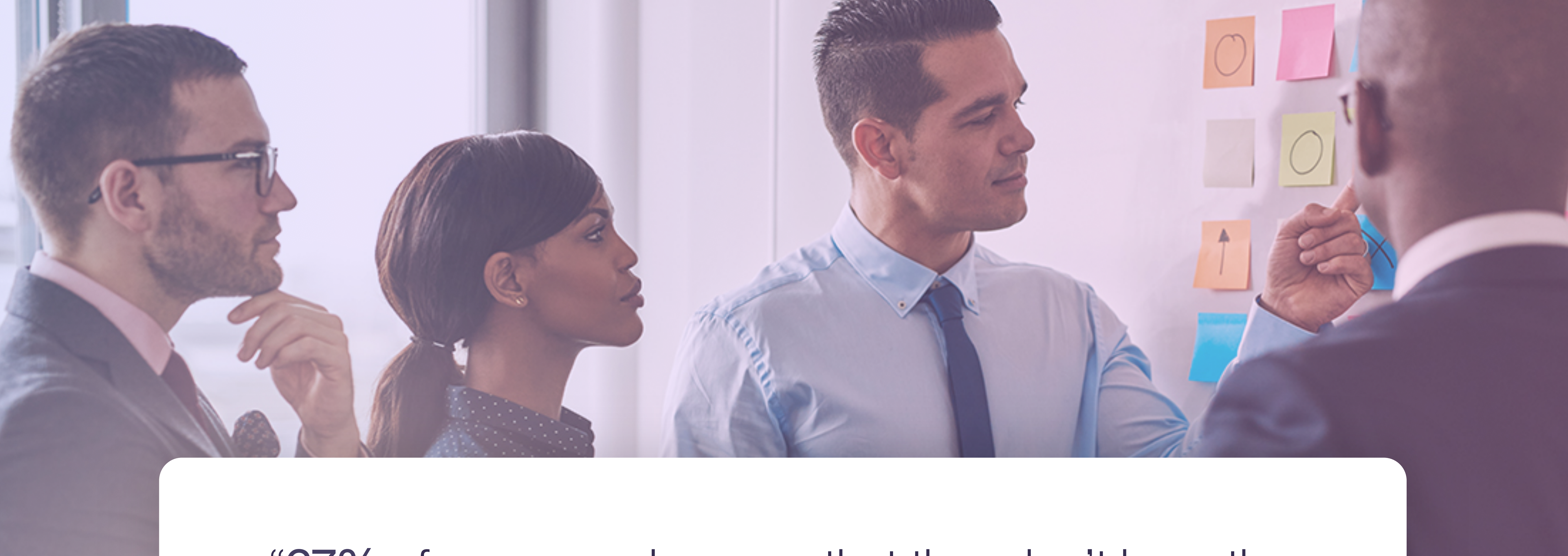




## What you'll learn:

1. What sets high performance organizations apart from the pack
2. Employee success plays a role in the high-performance organization
3. How HR teams support success throughout the employee journey
4. Proactive steps to take to move toward a high-performance culture





“67% of young workers say that they don’t have the opportunity to do what they do best at work.”

PWC





**2 in 3** American workers do not feel engaged

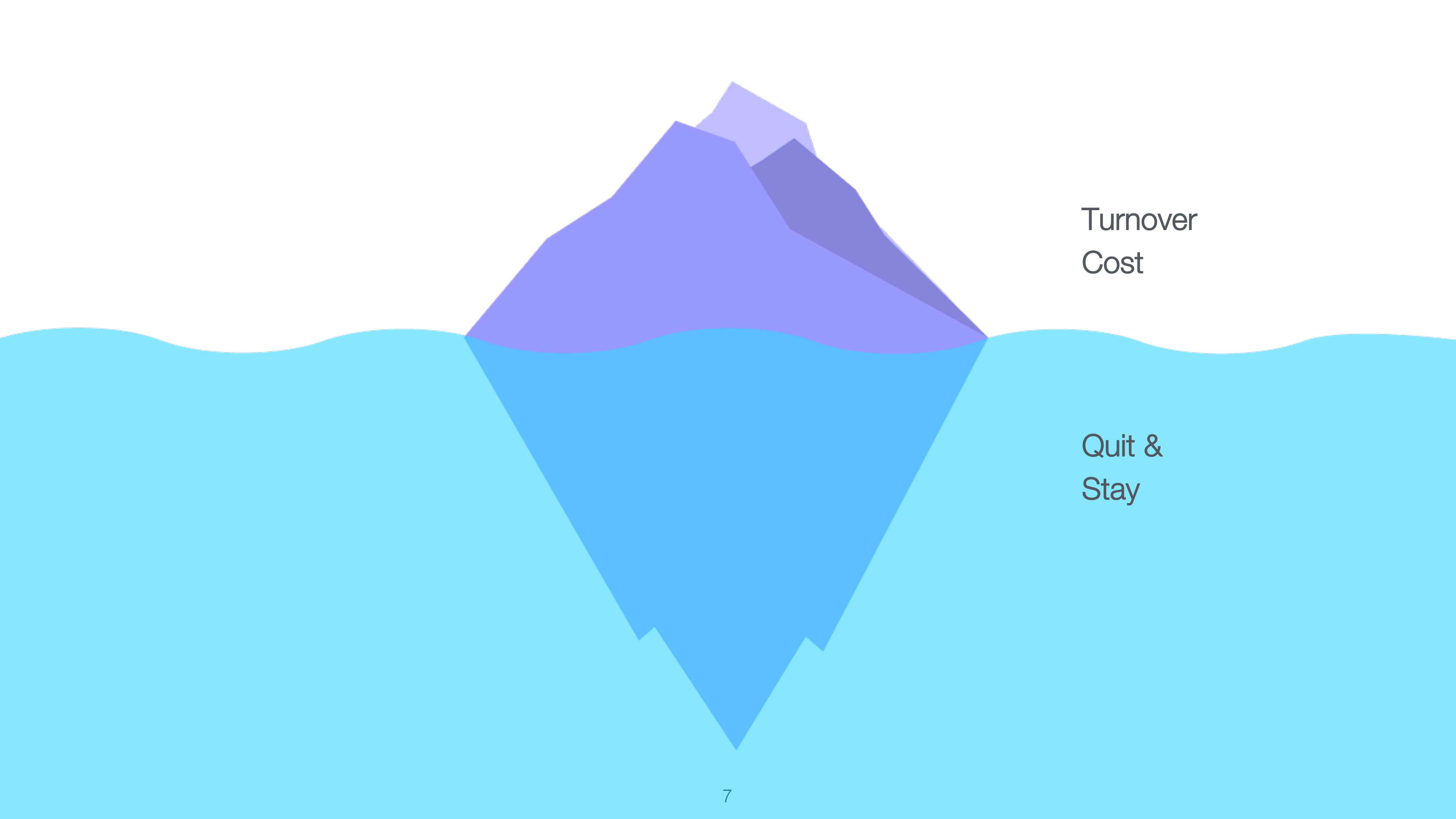


Disengaged employees cost US companies up to **\$550 billion** annually.



In **42%** of companies, high performers are the least engaged

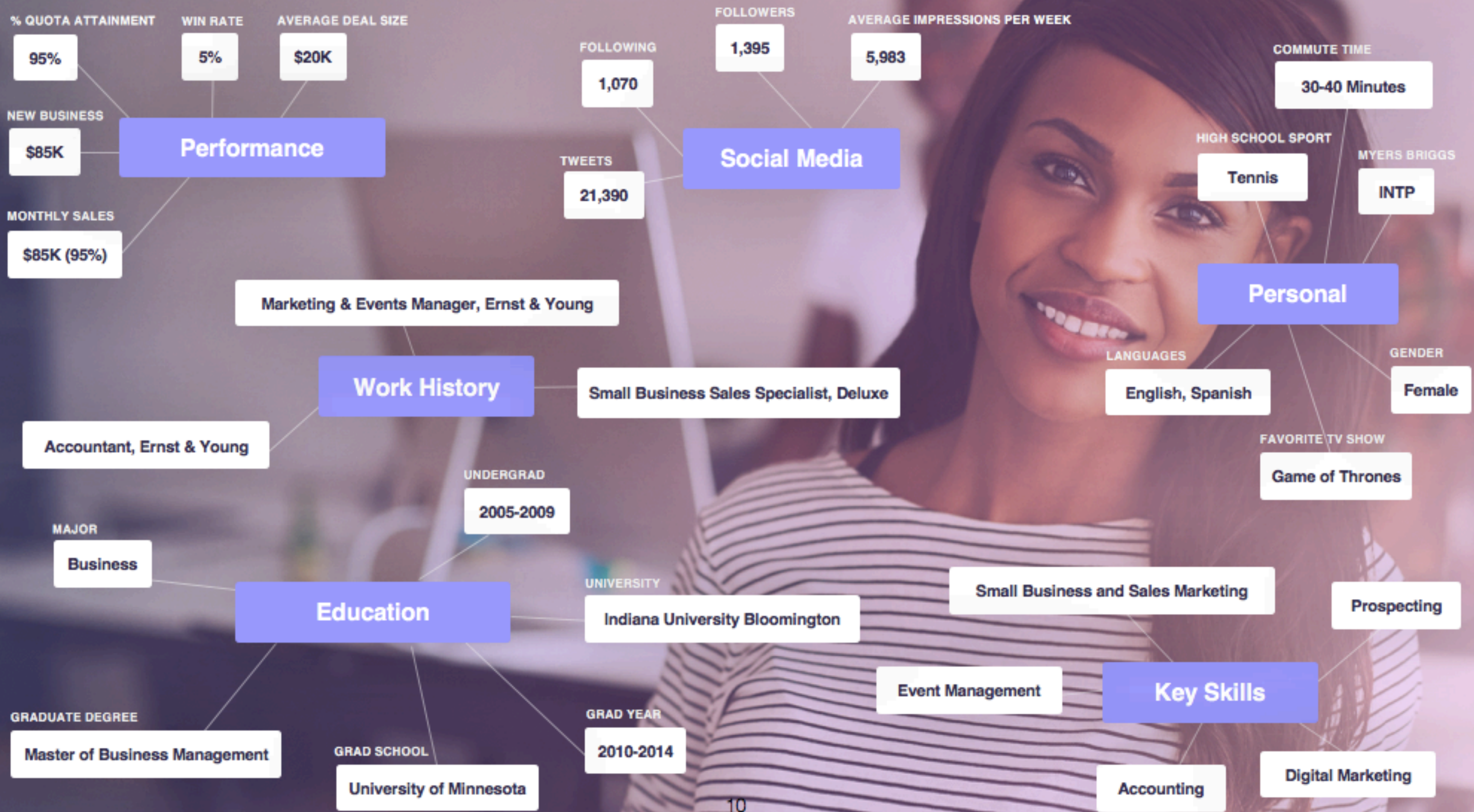




Turnover  
Cost

Quit &  
Stay







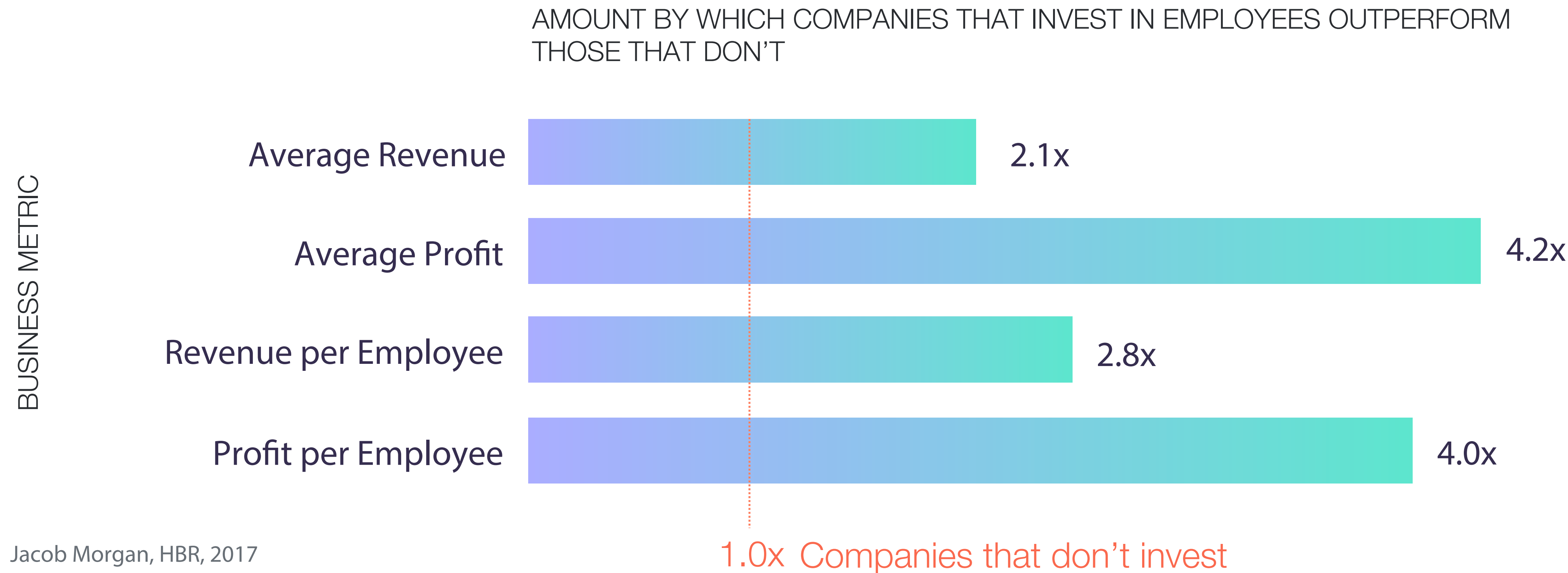
## The Employee Success Platform

Structural unleashes the potential of people and teams with real-time, mobile access to employee data.



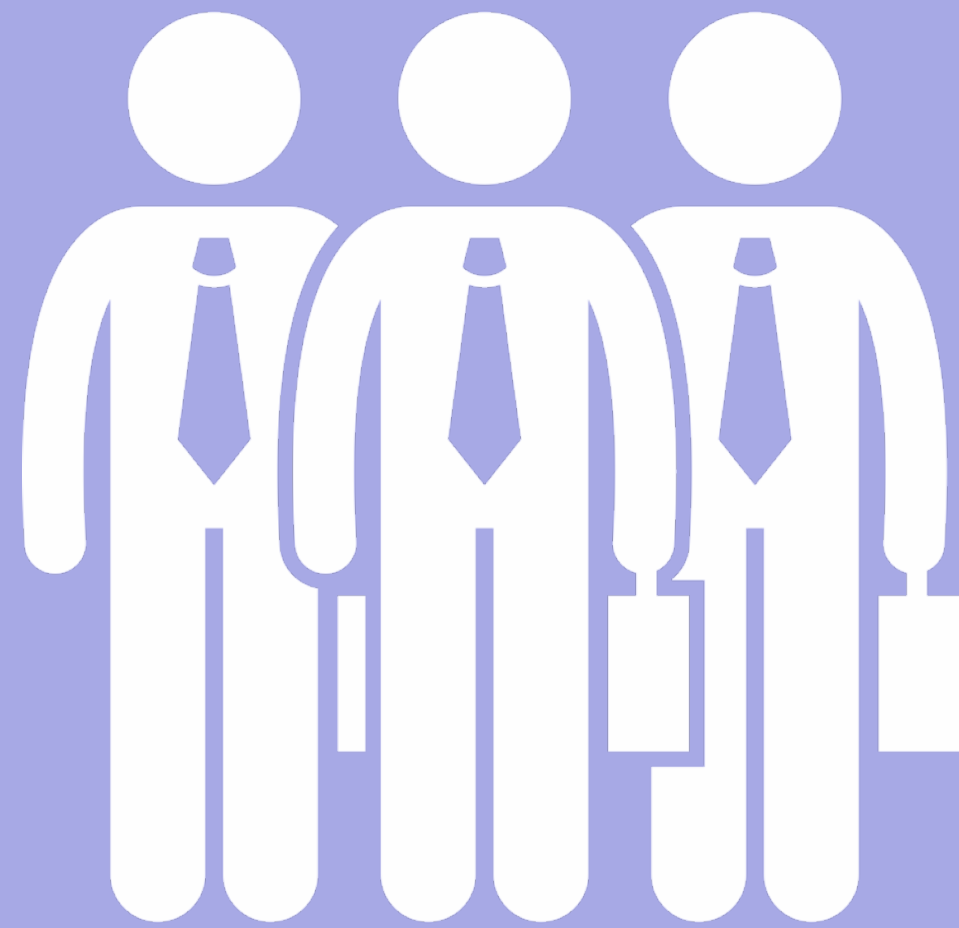


# Companies That Invest in Employees are 4X more profitable.



Jacob Morgan, HBR, 2017





Teams with high employee engagement rates are **21%** more productive



Companies with engaged employees outperform those without by **202%**



**71%** of Organizations agree that employee engagement is very important to success.



# Legacy Organizations: How did we get here?



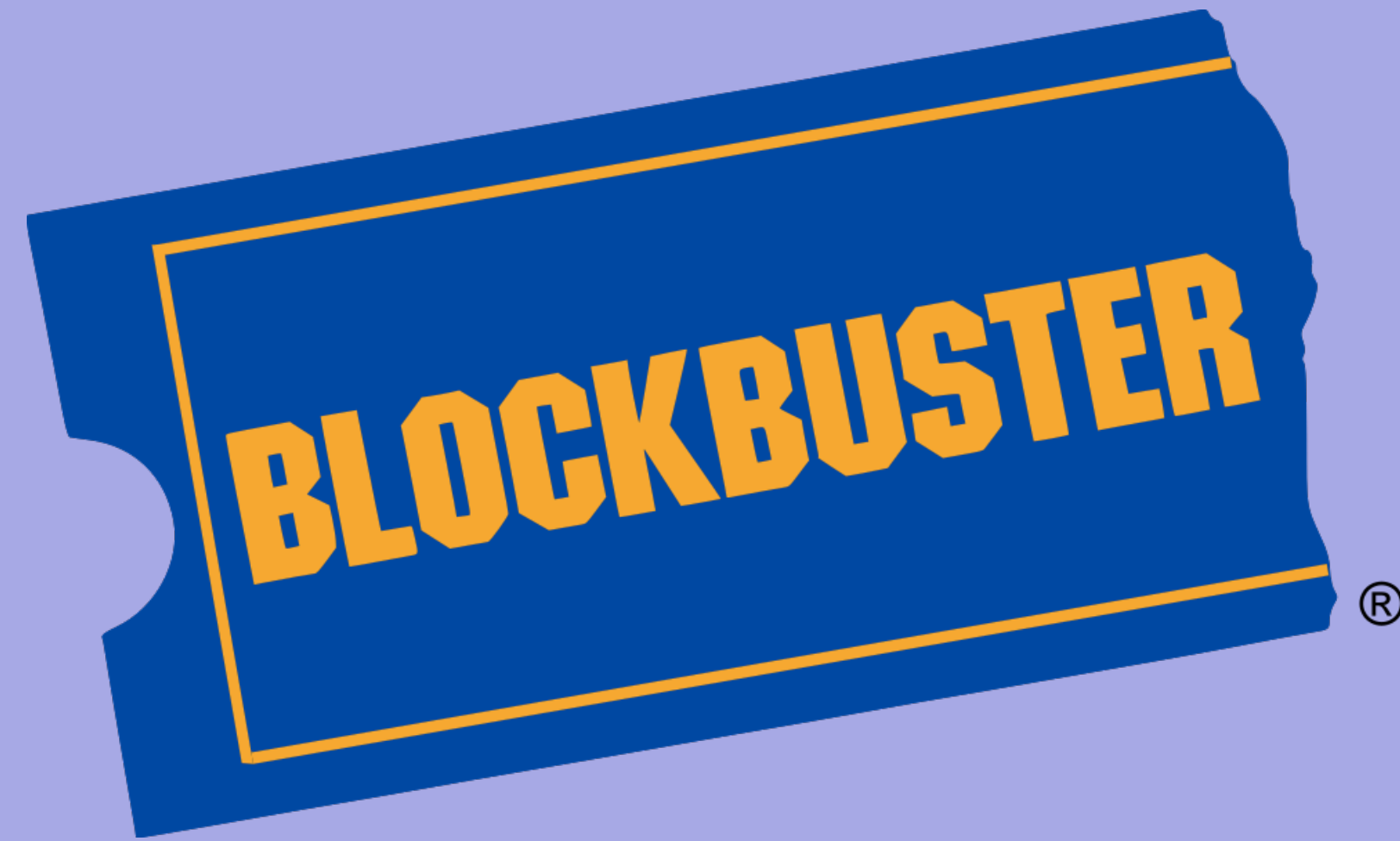


Inflexible Roles

Command & Control

Isolated Teams





# Polaroid

***COMPAQ***

**BORDERS**

**Group**

“Organizations are perfectly designed to get the results they are getting. If they keep doing what they have always been doing, they will get the same results.”



High-performance organizations achieve outstanding results by making each person a contributing partner in the business.



# High Performance Organizations

- ✓ People understand the business and are committed to getting results.
- ✓ People are organized into and around business units, processes and teams (not skills or functions).
- ✓ People and Teams take responsibility for decisions, problems, and continuous improvement.





# High-Performance Orgs

- ✓ Shared Mission
- ✓ Processes and Systems Aligned with Strategy
- ✓ People are involved and challenged
- ✓ Respect is default
- ✓ Consistent & frequent information sharing
- ✓ Customer focus



**Poll:** What type of organization do you work for?

A) Traditional

B) High Performance



How does **employee success** play a role in high-performance organizations?



# The Characteristics of a High-Performance Employee







Believe  
potential can  
be reached

Feel valued,  
recognized,  
&  
appreciated

Know work  
makes an  
impact on  
org success

Encouraged  
to develop,  
learn, and  
collaborate

Improved  
Performance

**High-Performance  
Employees**





Trusted



Informed



Motivated



Recognized



# Building Trust



- Align Mission & Values
- Empower Employees
- Judgment over Process







# Improving Communication



- Communicate Frequently
- Be transparent
- Equip Employees as Brand Ambassadors
- Leverage Technology



# Motivating a Team



- Create Connections
- Incentivize performance
- Set goals and measures
- Reward performance







# Recognizing Performance



- Top reason people stay or go
- Respect recognition preferences
- Align to specific contributions



**Poll:** What area needs most improvement at your organization?

- A) Trust
- B) Communication
- C) Motivation
- D) Recognition



Case Study:

Employee Success & The High-Performance Organization



# High Performance Org: Case Study

- Service company in the higher education space
- Functions operated in silos
- Sr. Leaders /Young Leaders
- No Culture around performance



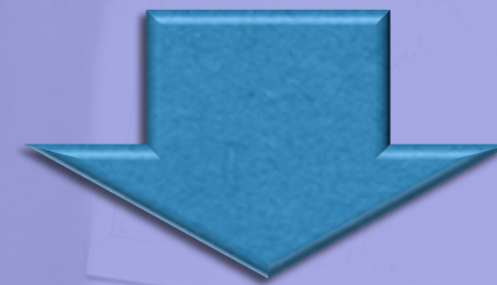




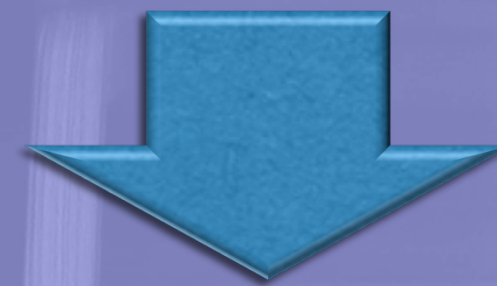
**Assess the Organization**



**Develop a Shared Mission**



**Develop Leadership**



**Align Systems, Processes & Structures**



# High Performance Organization: Case Study

- Service company in the education space
- Opportunity for massive growth
- New Sr. leaders
- First time leaders
- Functions operated in silos
- Limited information shared
- No Culture around performance
- Turnover and disengaged employees





## Create Mission/Vision/Culture Values & Leadership Values

- Define a clear Mission and Vision
- Develop cultural values and leadership values
- Developed by current leadership team to create ownership
- Define specific behaviors to that exemplify values





## Create Mission/Vision/Culture Values & Leadership Values

- Build an Intentional & Consistent Communication Strategy
- Survey employees to get feedback
- Posters and handouts of Mission/Vision Values
- Town Halls/Roundtables
- Company Magazine
- Explore communication through new technology





# Develop Leaders to Cultivate the High Performance Team Model

- Demonstrated value of High Performance Leadership Model
- Quarterly Retreats to build leadership skills
- Developed strong team interactions to begin to break down silos
- Gained understanding of whole organization





## Tie Cultural Values to Employee Success Programs

- Employee performance measured on cultural values and behaviors
- Implemented 1:1 Coaching Model for managing performance
- Rewards and Recognition based on cultural values and behaviors





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# Checklist for the High-performance Organization

- ✓ Organizational Readiness – Leader Commitment
- ✓ Evaluate Current State
- ✓ Articulate Mission & Vision and Get the Word Out
- ✓ Transparent & regular communication
- ✓ Leverage modern technology
- ✓ Use and segment your data
- ✓ Revisit, Adjust, Repeat





QUESTIONS?